



بوابة العبور إلى رخاء دبي
GATEWAY TO DUBAI'S PROSPERITY

INSPECTION DEPARTMENT

Inspection Management Business Operating Manual - Booking Process

Version 1.5



About this Document

The purpose of this guide is to assist the users to understand how to perform all their business functions using the newly implemented Inspection application built on the new Siebel Technology platform.

Inspection project of Dubai customs aims at implementing Inspection application for the Inspection Department by using Siebel Public Sector components.

Following are the high level booking processes -

1. Initiate Inspection (CDM Identified and Cleared Declarations)
2. Payment
3. Submit and Track Requests
4. Initiate Truck Release

This document provides the definition of common terms and conditions applicable and brief overview of booking processes. It also describes the common Siebel functions that are customized only for Inspection Application. It is prerequisite for the users to know regarding how to use Siebel.

All the workarounds that users should follow while using the application is also explained in the document. This document is intended for clients who will use the services of Dubai Customs clients.



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1 Introduction

In order to meet its strategic objectives of being a world leading customs organization, Dubai Customs intends to implement the Inspection application to meet and even exceed the current World Customs Organization standards.

Inspection Application aims at facilitating a smooth and effective functioning of Inspection department by providing a platform to meet end-to-end Inspection process on the consignments that crosses the border via different channels.

The purpose of this guide is to assist the clients who will use the services of Dubai Customs clients.



2 Business Objective

Through the Inspection Application, following business objectives are ensured:

- To provide better customer service
- Modernize operations with advanced case management tools
- To offer an integrated IT platform to multiple applications within Dubai Customs
- Implement a paperless environment.



3 Common Inspection Terms and Definitions

3.1 What is a Declaration?

Customs Declaration / Declaration: The term “Customs declaration” means the goods declaration or the declaration submitted by the importer or his representative describing the elements identifying the declared goods and quantity thereof in details according to the provisions of Customs Law.

3.2 What is CDM identified Declaration?

These are the declarations that are identified by Customs Declaration management (CDM) for Inspection. Unless the Inspection is completed the goods cannot enter or exit the country

3.3 What is an Inspection Request?

Inspection process starts with booking activity. Inspection Requests are raised for those declarations which are not cleared by Dubai Customs and are identified by CDM for Inspection or for cleared Declaration initiated by client for refund or issuing exit-entry certificates. Client can initiate Inspection using Dubai trade portal (www.dubaitrade.ae) or raise a booking request at the Dubai Customs office. Bureau Officer will raise a request on behalf of the customer and collects the payment of Inspection

3.4 What is a Truck Release Request?

Truck Release Requests are raised to track release of trucks by Inspections, for those declarations which have their exit point or their Port of Loading as Hatta. Registered customers can initiate a request by visiting Dubai trade portal ([www. Dubaitrade.ae](http://www.Dubaitrade.ae)) and or raise a request at the Dubai Customs office.

3.5 What is Demand Notice?

This is a formal bill given too customer for the payment against the Inspection Request. This consists of detailed break up of all Inspection Charges for a request.

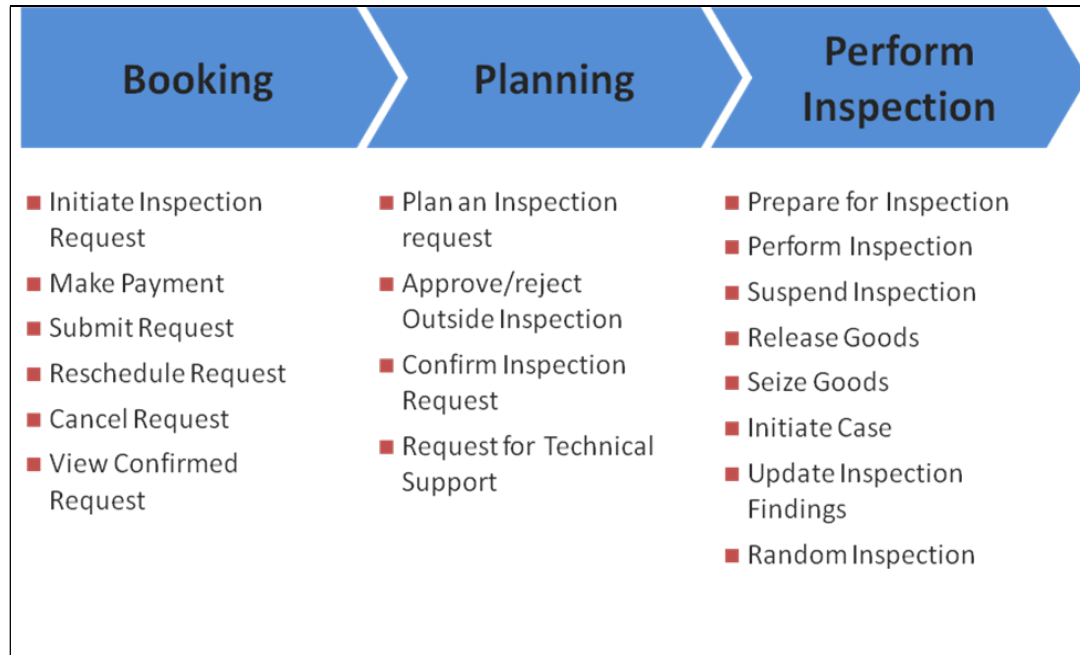


4 Processes

4.1 Booking, Planning and Inspection Process

Process Overview

The following description briefly conveys the purpose and boundary of the Booking, Planning and Inspection Process



Inspection process starts with booking activity. Inspection Requests are raised for those declarations which are not cleared by Dubai Customs and are identified by CDM for Inspection.

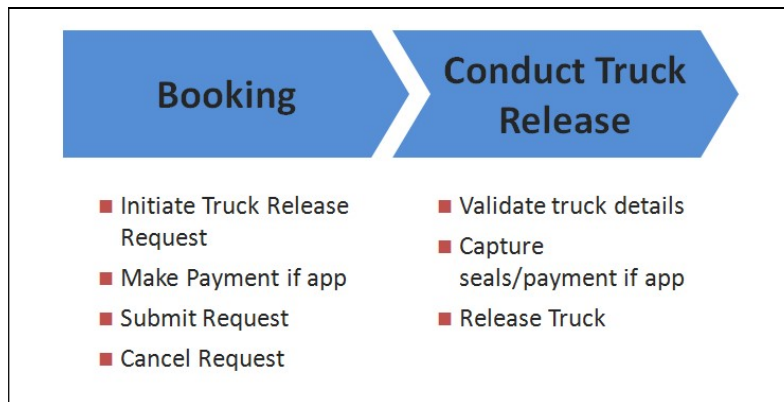
For undergoing this process registered customer can initiate a new request by visiting Dubai trade portal ([www. Dubaitrade.ae](http://www.Dubaitrade.ae)) and submit by making necessary payments. Customer can pay either using an e-pay or through their credit account.

Non-registered clients can initiate an inspection by visiting Dubai Customs office. Here Bureau Officer will raise and submit the request on behalf of the customer. Customer will have an option to pay only by Cash here

4.2 Truck Release Process

Process Overview

The following description briefly conveys the purpose and boundary of the truck release process



Truck Release Requests are raised to track release of trucks by Inspections, for those declarations which have their exit point or their Port of Loading as Hatta.

For undergoing this process registered customer can initiate a new request by visiting Dubai trade portal ([www. Dubaitrade.ae](http://www.Dubaitrade.ae)) and submit by making necessary payments. Customer can pay either using an e-pay or through their credit account.

Non-registered clients can initiate requests by visiting Dubai Customs office. Here Bureau Officer will raise and submit the request on behalf of the customer. Customer will have an option to pay by Cash here



5 Process Activities

5.1 Create Inspection Request by registered client on Dubai Trade Portal

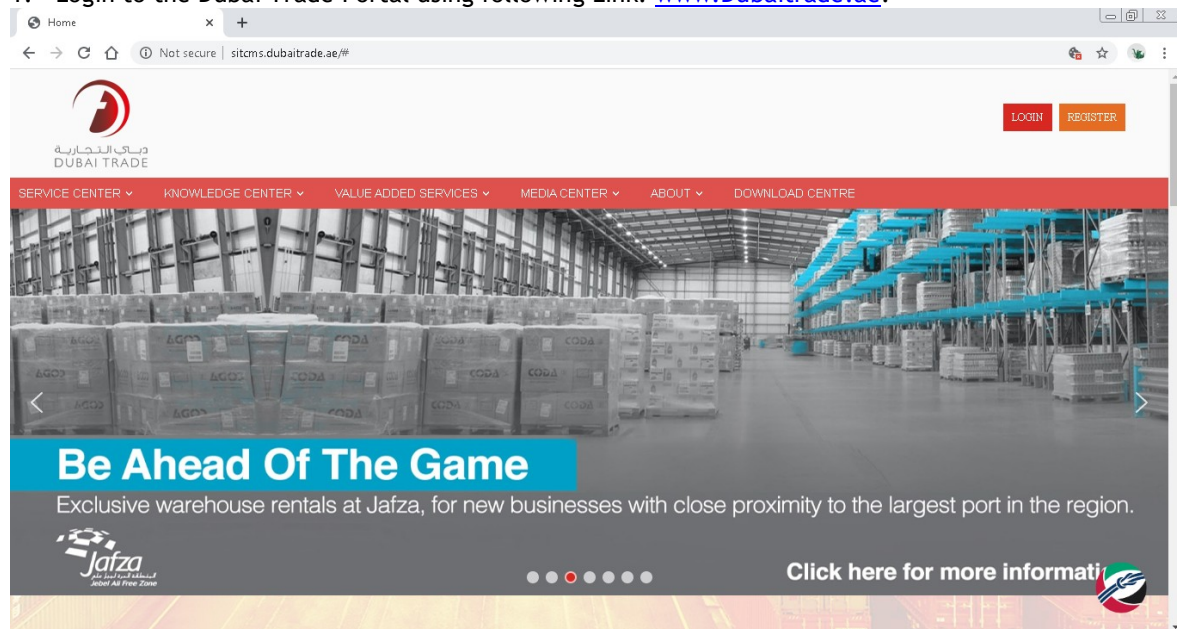
5.1.1 Create Inspection request

- Client will create Inspection request for the declaration.
- Client enters necessary information to the Inspection request
- Client uploads document (if any) and notes if required and saves the request for further processing
- Client then submit post necessary payments

Working with the system

- For Declaration with status “Clear with Inspection”

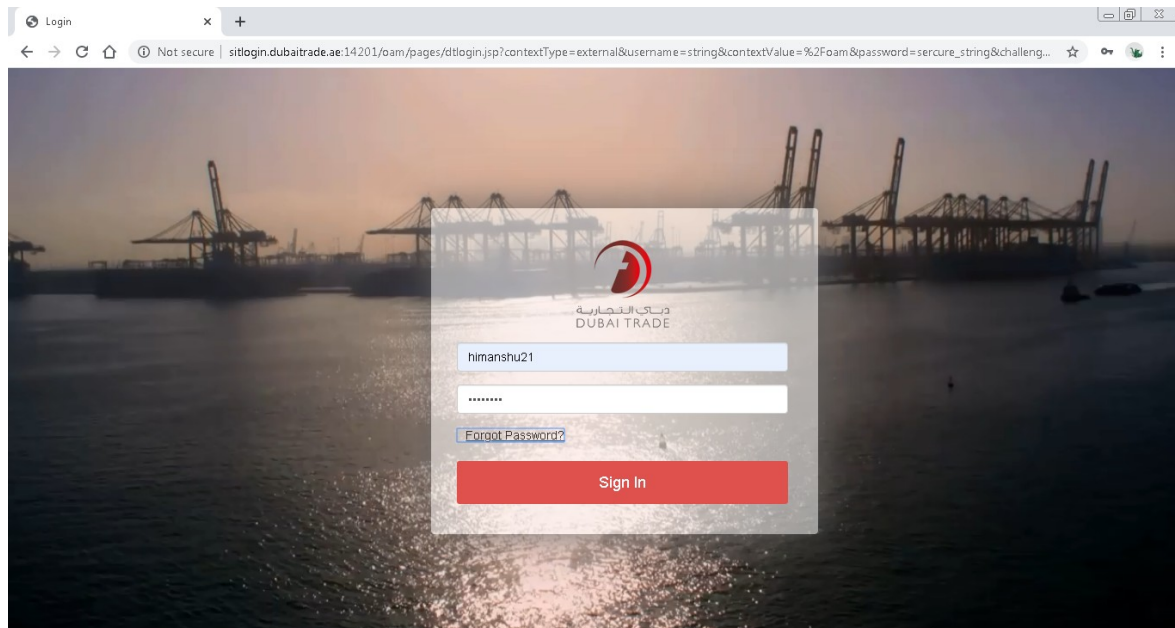
1. Login to the Dubai Trade Portal using following Link: www.Dubaitrade.ae.



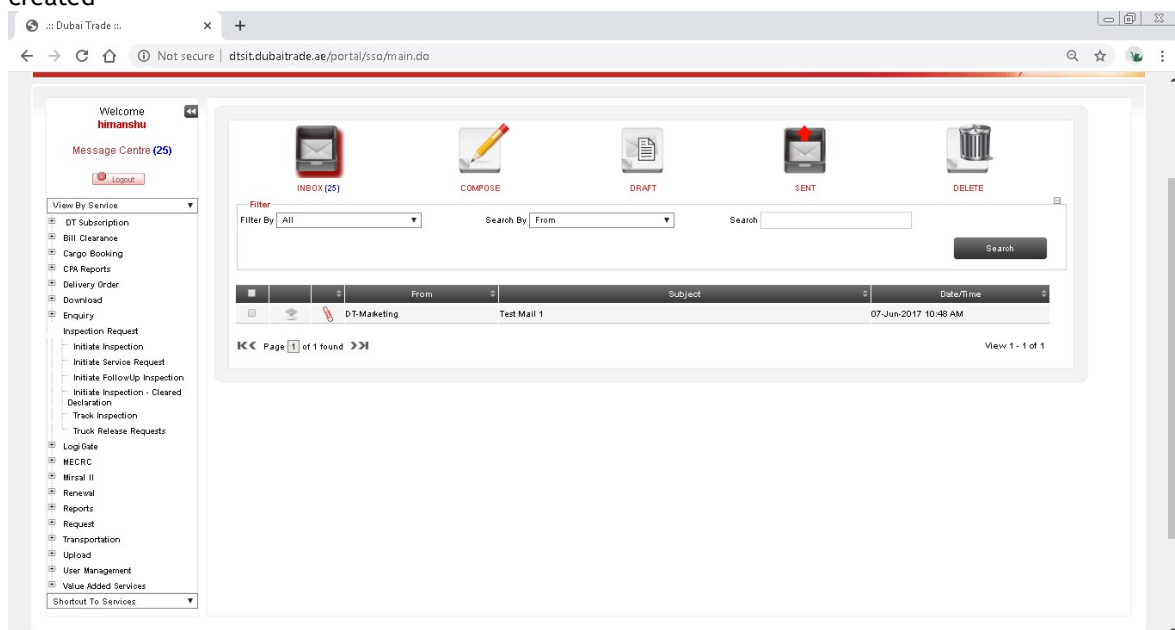
2. Click on “Login” button available at the right most corner of the webpage. Application will navigate the client to a view as displayed below



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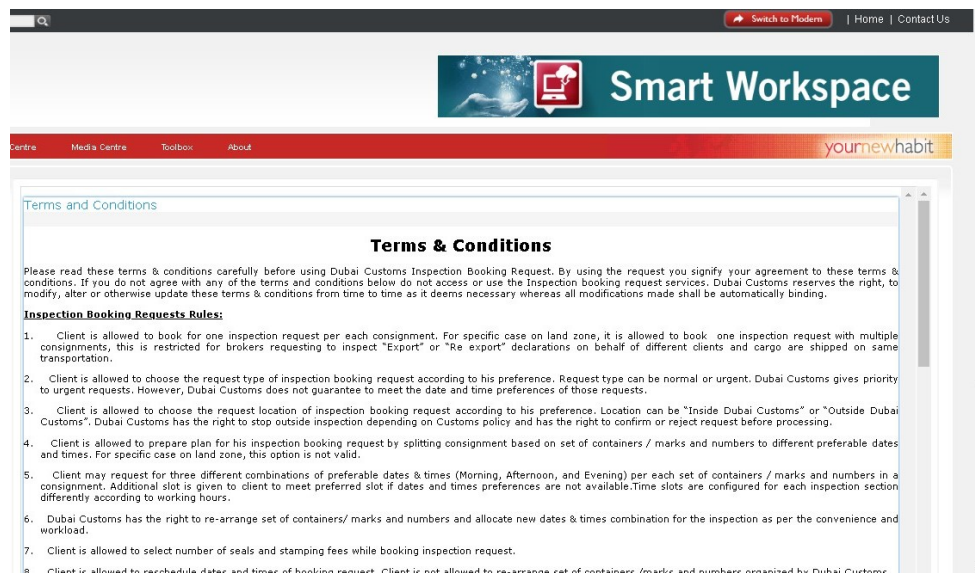
- Click on “Inspection Request” on the left hand side of the web page. Application will display
Initiate Inspection: This is to create a new Inspection for declaration identified by CDM
Initiate Inspection- Cleared Declaration: This is to create a new Inspection for declaration that is cleared
Initiate Follow up Inspection: This is to create a new booking request for an additional booking for Transit related declarations(101,103)
Track Request: This link will enable the client to track all Inspection request submitted or created



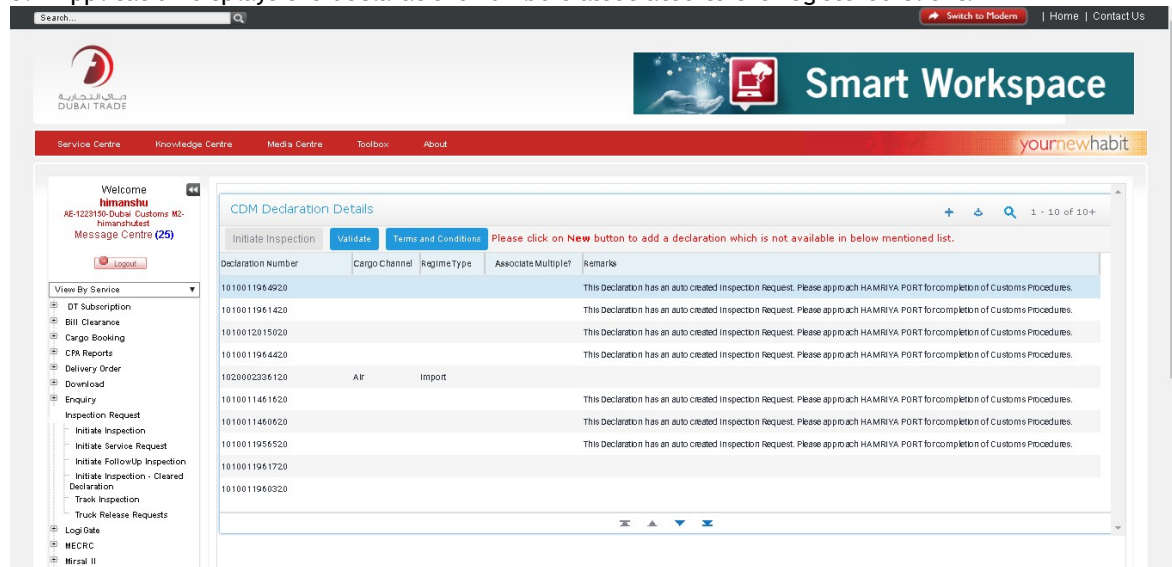
- Click on “Initiate Inspection”. Application would navigate users to “Terms and Conditions” page.



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5. Application displays the declarations numbers associated to the registered client.



6. Click on “Query” button and enter the required Declaration number in the “Declaration Number” field. Then Click on “Go”. Declaration Number gets displayed



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Initiate Inspection - Cleared
Declaration
Track Inspection
Truck Release Requests
Log Gate
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Miral II

CDM Declaration Details

[Initiate Inspection](#) [Terms and Conditions](#) [Validate](#) Please click on **New** button to add a declaration which is not available in below mentioned list.

Declaration Number	Cargo Channel	Regime Type	Associate Multiplet	Remarks
1020002336120				

7. Click on “Validate” button. Application would auto populate ‘Cargo Type’, “Regime Type”, “Cargo Channel” fields

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CDM Declaration Details

[Initiate Inspection](#) [Terms and Conditions](#) [Validate](#) Please click on **New** button to add a declaration which is not available in below mentioned list.

Declaration Number	Cargo Channel	Regime Type	Associate Multiplet	Remarks
1010011964920				This Declaration has an auto created inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011961420				This Declaration has an auto created inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010012015020				This Declaration has an auto created inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011964420				This Declaration has an auto created inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
2010005342520				
1020002336120	Air	Import		
1010011451620				This Declaration has an auto created inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011450420				This Declaration has an auto created inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011956520				This Declaration has an auto created inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011961720				

Record Saved

dtit.dubaitrade.ae/portal/sso/gateway.do?serviceId=-2



Clicking on Validate button will populate the Cargo Channel and Regime Type from Declaration system.

8. Click on “Initiate Inspection” button. Application Navigates the user to the Inspection booking Form details



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The complete field references and description are listed below.

Field		Description
Booking Reference Number		Auto populated
Initiation Date		Auto populated
Request Type		“Normal” = General planning and confirmation “Urgent ” = For urgent planning and confirmation
Inspection Type	Location	“Customs Area” = If the Inspection is to be conducted within Dubai Customs Premises “Outside Customs Area” = If the inspection is to be conducted outside the Dubai Customs Premises
Outside Location		Mandatory if the Inspection Location type= “Outside Customs Area” Pick applet to choose the following values Location Weight Number of trucks
Address		Mandatory if the Inspection Location type= “Outside Customs Area”.
Map		URL or the detail of location
Declarant Reference Number		Unique job number of the declaration
Declaration Number		Read only. Unique Number of the declaration associated to the Booking request
Owner Name		Read only. Name of the owner of the declaration associated to the



	Booking request
Declaration Status	Read only. Status of the declaration associated to the Booking request
Declaration Type	Read only. Unique Type of the declaration associated to the Booking request
CDM Remarks	Read only. Remarks provided by the CDM (customs Declaration Management)
Representative Name	Mandatory. Name of representative who shall be present at the time of Inspection
Contact Number	Mandatory .Contact Number of the Owner or the representative
Contact Email	Mandatory. Contact Email address of the Owner or the representative
Mobile Number	Mandatory. Contact Number of the Owner or the representative
Seal required	Check box. Flag "Y" or "N" To be updated only if Seals are required
Number of Seals	Editable if the 'Seal required' flag is "Y" For Declaration with container details, this field would default to Number of Containers OR ELSE default o "1"
Status	Read Only. Status of the Booking request would be "Draft"
Sub Status	Read Only. Sub status of the Booking request

9. Enter the Booking Form details and click on Save



Mandatory fields are marked in Red(*) Asterix. Please enter all the mandatory details to proceed.

Smart Workspace

Booking Request Details

Booking Reference Number: 2020-ER-13977
 Declaration Number: 2010005342520
 Initiation Date: 5/11/2020
 Declarant Reference Number: satya
 Owner Name: Advanced Trading TEST
 Inspection Centre: Dry Port
 Inspection Section: Dry Port

Contact Details

Contact Email: himanshu.joshi@dubai.gov.ae
 Representative Name: himanshu
 Contact Number: 971-5-65655124
 (Country-Area-Number)
 Mobile Number: 971565655124
 (CountryCodeMobileNumber)

Follow Up Inspection

Follow Up Required: ☒
 Inspection Centre: Dry Port
 Inspection Section: Dry Port

Additional Services

Stamping Required: ☐
 Seal Required: ☒
 Quantity Of Seals: 2

Status Details

Status: Draft
 Sub-Status:



10. Navigate to Goods Details Tab. Application display either the Container details or the Marks & Numbers details

11. Enter the Preferred Dates- Date1, Date 2and Date 3 and click on Save. In case of multiple records, use Select All to choose all records in containers/M&N and then Group dates to enter dates/slots for all

12. Enter the Preferred Slots - Slot 1, Slot 2, and Slot 3, Additional Preferred Slot and click on Save



Tip: Preferred Date 1, Preferred Slot and Additional Preferred Slot are mandatory fields and user cannot submit the booking without entering these details



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13. Navigate to “Attachment” tab and click on “New” to upload a document.

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- Value Added Services

Booking Request Details

Booking Reference Number: 2020-BR-13977

Declaration Number: 2010005342520

Initiation Date: 5/11/2020

Dedarant Reference Number: satya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Follow Up Inspection

Follow Up Required: ☒

Inspection Centre: Dry Port

Inspection Section: Dry Port

Contact Details

Contact Email: himanshujoshi@dubaic.gov.ae

Representative Name: himanshu

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required: ☐

Seal Required: ☒

Quantity Of Seals: 2

Status Details

Status: Draft

Sub-Status:

Goods Details Attachments Notes Payment History Document Groups

No Records

14. Browse the required document and click on “Save”

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- Value Added Services

Booking Request Details

Booking Reference Number: 2020-BR-13977

Declaration Number: 2010005342520

Initiation Date: 5/11/2020

Dedarant Reference Number: satya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Follow Up Inspection

Follow Up Required: ☒

Inspection Centre: Dry Port

Inspection Section: Dry Port

Contact Details

Contact Email: himanshujoshi@dubaic.gov.ae

Representative Name: himanshu

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required: ☐

Seal Required: ☒

Quantity Of Seals: 2

Status Details

Status: Draft

Sub-Status:

Goods Details Attachments Notes Payment History Document Groups

Add Attachment

Please specify a File Name or URL:

File Name: Choose File No file chosen

URL:

Cancel

15. Select the required value the “Document Title”.



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- User Management
- Value Added Services
- Shortcut To Services

Initiation Date: 5/11/2020

Dedant Reference Number: satya

Owner Name: Advanced

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Goods Details Attachments Notes

Name: [Redacted]

Document Title: LOU for CI

Size (In Bytes): 155,397

Address: [Redacted]

Map: [Redacted]

Up Inspection

Required: [X]

In Centre: Dry Port

In Section: Dry Port

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required: [X]

Seal Required: [X]

Quantity Of Seals: 2

Status Details

Status: Draft

Sub-Status: [Redacted]

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16. Navigate to “Notes” and click on “New” to associate a note/comments or special remarks to the Inspection request. System will auto populate
“Type” = Note
“Created” = Today’s Date
“Created by” = User id of the creator

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- Shortcut To Services

Initiation Date: 5/11/2020

Dedant Reference Number: satya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Goods Details Attachments Notes Payment History Document Groups

Outside Location: [Redacted]

Address: [Redacted]

Map: [Redacted]

Follow Up Inspection

Follow Up Required: [X]

Inspection Centre: Dry Port

Inspection Section: Dry Port

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required: [X]

Seal Required: [X]

Quantity Of Seals: 2

Status Details

Status: Draft

Sub-Status: [Redacted]

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17. Enter the Description and click on “Save”



18. Click in “Next”. If the booking request meets the criteria of payment collection then user shall be displayed with appropriate fees as mentioned in the below. Application would navigate the user to “Inspection Fees” screen. Respective Charge Type, Amount and the Total Amount shall be populated

Field	Description
Inspection Charges	This fees would be applicable for Cleared Declarations
Stamping Fees	This fees would be applicable if the user checks the “Stamping fees” as Y
Urgent Fees	This fees would be applicable if the user has requested for Urgent Inspection
Sealing Fees	This fees would be applicable if the user has requested for Sealing
Outside Inspection Charges	This fees would be applicable if the user has requested for “Outside Inspection”
Knowledge Dirham	This fees would be applicable for every transaction



Owner Name: Advanced Trading TE

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Follow Up Required: ☒

Inspection Centre: Dry Port

Inspection Section: Dry Port

Stamping Required: ☐

Seal Required: ☒

Quantity Of Seals: 2

Status Details

Status: Draft

Sub-Status:

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
		140		

Payment Details

Charge Type	Amount	Receipt Number
Inspection Charges	100	
Sealing Charge	20	
Knowledge Innovation Ditham	20	

19. Select the "Payment mode".

If Payment Mode= Credit Account

- Select the payment mode as "Credit account" from the dropdown and click on Save. Application saves the value entered. Application will enable the "Credit Account" field

Owner Name: Advanced Trading TE

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Follow Up Required: ☒

Inspection Centre: Dry Port

Inspection Section: Dry Port

Stamping Required: ☐

Seal Required: ☒

Quantity Of Seals: 2

Status Details

Status: Draft

Sub-Status:

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
Credit Account		140		

Payment Details

Charge Type	Amount	Receipt Number
Inspection Charges	100	
Sealing Charge	20	
Knowledge Innovation Ditham	20	

- Click on the glyph in the Credit account field. Application will open a new window and display the credit account number associated to the registered user



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Owner Name: Advanced Trading TE
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Follow Up Inspection
Follow Up Required: ☒

Additional Services
Stamping Required: ☐
Seals Required: ☒
Seals: 2
Status: Draft
Sub-Status:

Payment Mode: Credit Account
Total Amount: 140

Payment Details

Charge Type	Amount
Inspection Charges	100
Sealing Charge	20
Knowledge-Innovation Ditham	20

Credit Account

Credit Account
1113235
1050898
1113239
1050899
1113245
1050068
1112909
1002150
1112848
1112849

OK Cancel

- c. Select the required credit account number and click on OK. Application displays the credit account number and enables the “Make Payment” button



The list of applicable credit accounts will be auto-populated.

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Inspection Section: Dry Port
Request Type: Normal

Follow Up Inspection
Follow Up Required: ☒

Additional Services
Stamping Required: ☐
Seals Required: ☒
Seals: 2
Status: Draft
Sub-Status:

Payment Mode: Credit Account
Total Amount: 140

Payment Details

Charge Type	Amount
Inspection Charges	100
Sealing Charge	20
Knowledge-Innovation Ditham	20

Credit Account

Credit Account
1113235
1050898
1113239
1050899
1113245
1050068
1112909
1002150
1112848
1112849

OK Cancel

- d. Click on “Make Payment” button. Upon successful transaction completion, application will update the status as “Authorized”. Application enables the “Submit” button



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The screenshot shows the 'Smart Workspace' interface. On the left is a sidebar with a 'Welcome himanshu' message and a list of services. The main area displays a 'Request Type' dropdown set to 'Normal' and an 'Inspection Section' dropdown set to 'Dry Port'. Below these, there are buttons for 'Make Payment' (highlighted in red) and 'Verify Payment'. A table shows payment details with columns: Payment Mode, Credit Account, Total Amount, Status, and Exception Remarks. The 'Status' column shows 'Authorized' (highlighted in red). Below this is a 'Payment Details' table with columns: Charge Type, Amount, and Receipt Number.

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
	1113236	140	Authorized	

Charge Type	Amount	Receipt Number
Inspection Charges	100	27676
Sealing Charge	20	27677
Knowledge-Innovation Ditham	20	27678

- e. Click on “Submit”. Application navigates the user to confirmation page and assigns the request to Dubai Customs

The screenshot shows the 'Booking Request Details' page. It includes a 'Track Inspection Request' button and a 'Thank you for submitting your Inspection Request for' message. Below this, there are input fields for 'Declaration Number(s)', 'Booking Reference Number', 'Owner Name', 'Declarant Reference Number', and 'Total Fees'. A message states: 'Dubai Customs team will get back to you in 2 hours for confirmation of your Inspection Date and Time'. At the bottom, there is a red banner with the text 'HOW WAS YOUR EXPERIENCE?' and three smiley face icons.

If Payment Mode= E-pay

- a. Select the payment mode as “E-pay” from the dropdown and click on Save. Application saves the value entered and enables the “Make Payment” button



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Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Follow Up Required: ☐
Inspection Centre:
Inspection Section:
Stamping Required: ☐
Seal Required: ☐
Quantity Of Seals:
Status: Draft
Sub-Status:
Status Details

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
ePay		120		

Payment Details

Charge Type	Amount	Receipt Number
Inspection Charges	100	
Knowledge-Innovation Ditham	20	

- Click on “Make Payment”. User shall be navigating to new screen.
- Click on “Make payment again. Application will display the a new page below

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Payment Confirmation

You are authorizing us now to direct your payment request to Dubai e-Government payment site.

Reference Number: 2020-BR-13548
Amount: 120

Make Payment Back

Select the Payment mode and enter other details and complete the transaction. Upon successful transaction completion, application navigates the user back to booking request details. It will update the status as “Authorized”. Application enables the “Submit” button



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Goods Details	Attachments	Notes	Payment History	Document	Groups
Payment Id	Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
1-22478524498ePay			40	Authorized	



- If the Payment transaction fails, the application will display status as “Failure”
- Application will display the remarks in “exception Remarks” field

Click on “Submit”. Application navigates the user to confirmation page and assigns the request to Dubai Customs

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Booking Request Details

[Track Inspection Request](#)

Thank you for submitting your Inspection Request for

Declaration Number(s): 2010005342520
 Booking Reference Number: 2020-BR-13977
 Owner Name: Advanced Trading TEST
 Declarant Reference Number: satya
 Total Fees: 140

Dubai Customs team will get back to you in 2 hours for confirmation of your Inspection Date and Time

HOW WAS YOUR EXPERIENCE?

مؤشّر السعادة



Tip:

- No “Inspection charges” would be generated for CDM identified declarations
- Mandatory fields mentioned in step 9 cannot be left blank.
- If the declaration has container details, and if the user checks the “Sealing” flag as “Y” then “No of Seals” is populated with a default value that equals to number of container

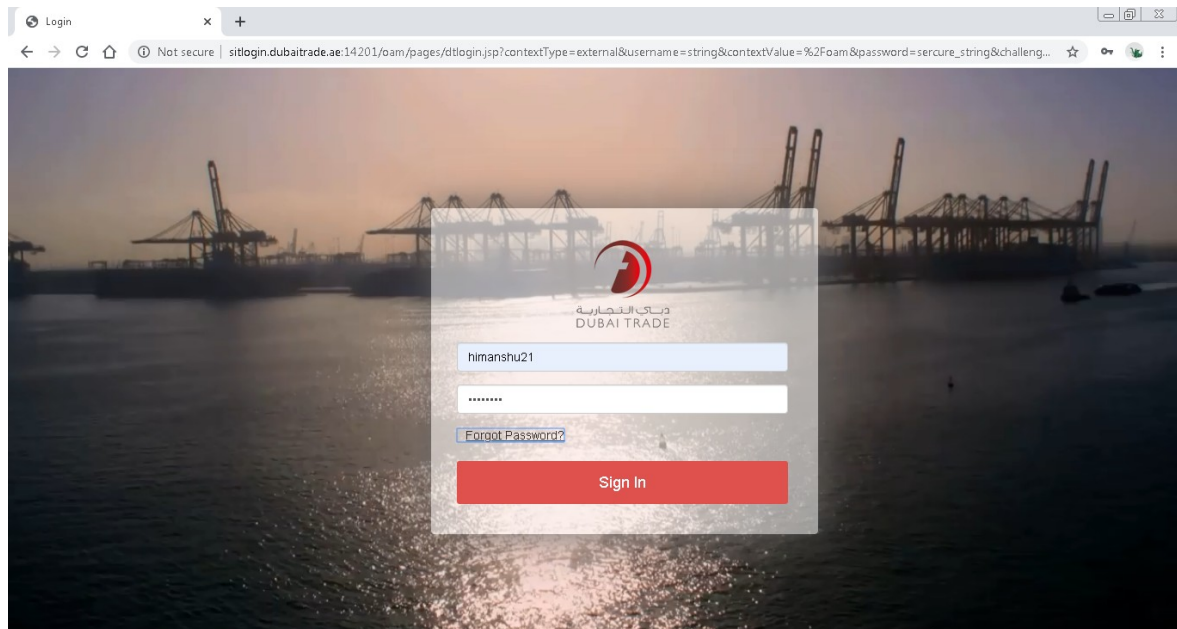
Working with the system



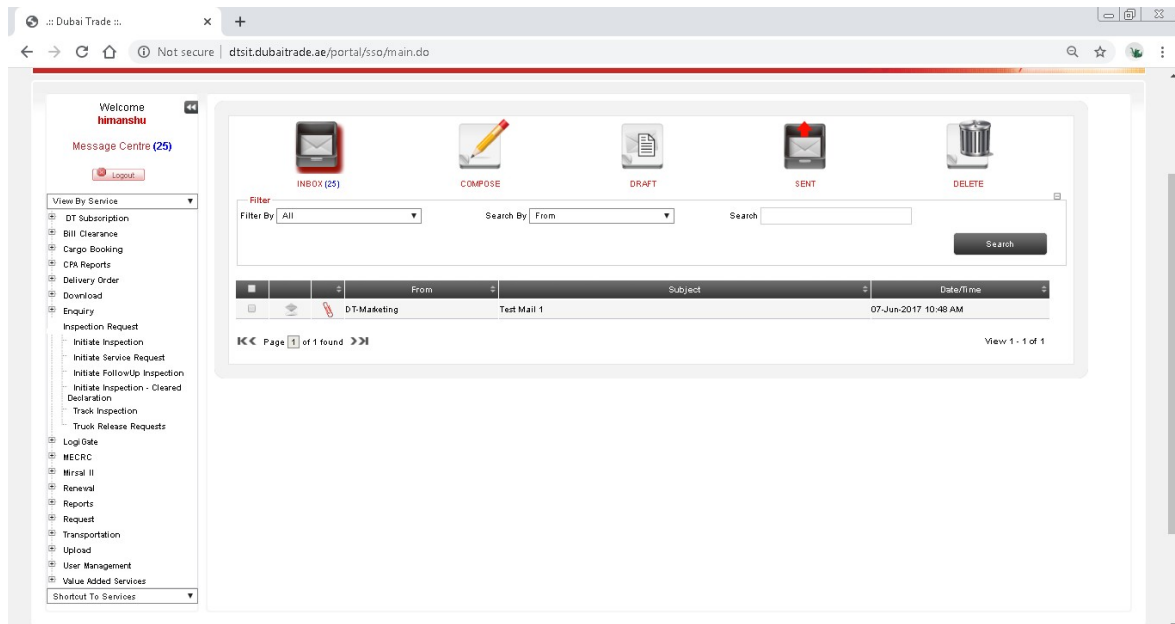
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- For Declaration with status “Cleared with Inspection” but which are not available in the list (which had bypassed the CDM system).

1. Login to the Application using the credentials and click on “GO”. Application would navigate the user to “My Links”



2. Click on “Inspection Request” on the left hand side of the web page. Application will display the sub links as below





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3. Click on “Initiate Inspection”.

The screenshot shows the 'Smart Workspace' interface for 'Dubai Trade'. The user is logged in as 'himanshu' (AE-123150-Dubai Customs M2-himanshu@). The 'CDM Declaration Details' page is displayed, showing a table of declarations. The 'Initiate Inspection' button is highlighted with a red box. The table contains the following data:

Declaration Number	Cargo Channel	Regime Type	Associate Multiple?	Remarks
1010011944920				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011941420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010012015020				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011944420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1920002336120	Air	Import		
1010011451620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011450620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011956520				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011941720				
1010011946320				

4. Click on New.

The screenshot shows the 'Smart Workspace' interface for 'Dubai Trade'. The user is logged in as 'himanshu' (AE-123150-Dubai Customs M2-himanshu@). The 'CDM Declaration Details' page is displayed, showing a table of declarations. The 'New' button is highlighted with a red box. The table contains the following data:

Declaration Number	Cargo Channel	Regime Type	Associate Multiple?	Remarks
1010011944920				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011941420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010012015020				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011944420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1920002336120	Air	Import		
1010011451620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011450620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011956520				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011941720				
1010011946320				

5. Enter the value for the declaration and click Save



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Declaration Number	Cargo Channel	Regime Type	Associate Multiple	Remarks
2010005342820	Land	Export		This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011954920				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011951420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010012015020				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011954420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1020002336120	Air	Import		
1010011451620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011450620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011955520				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011941720				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.

6. Click on Validate and Initiate Inspection to proceed. Booking Request will be created. Rest of the process is as existing as for normal CDM requests

Working with the system

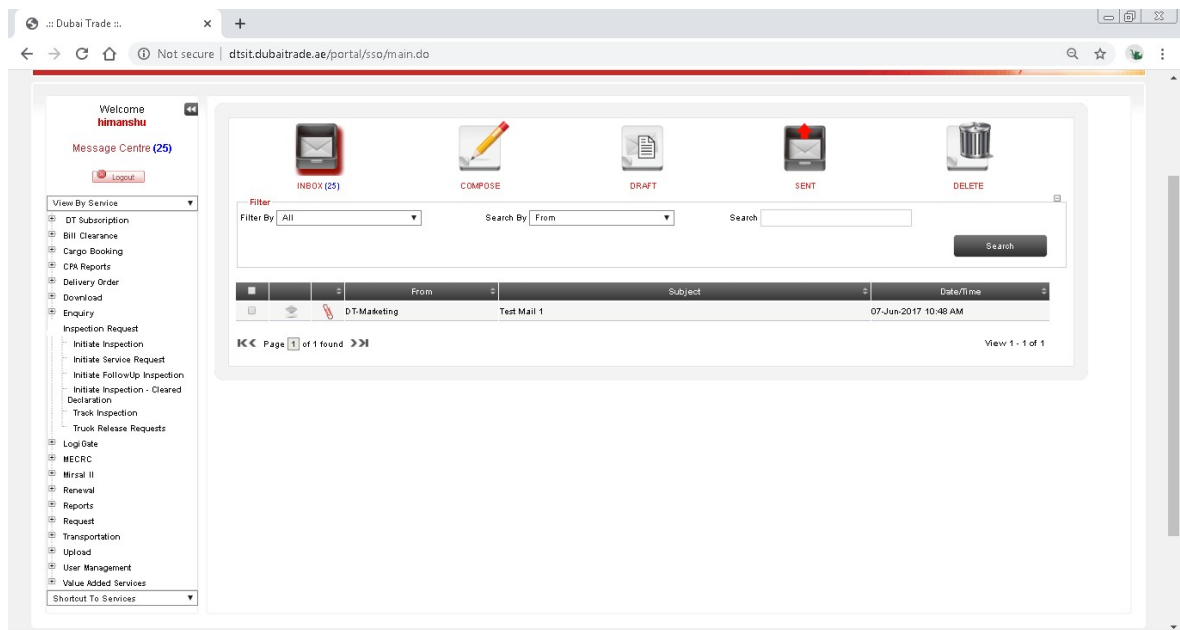
- For Declaration with status “Cleared”

1. Login to the Application using the credentials and click on “GO”. Application would navigate the user to “My Links”

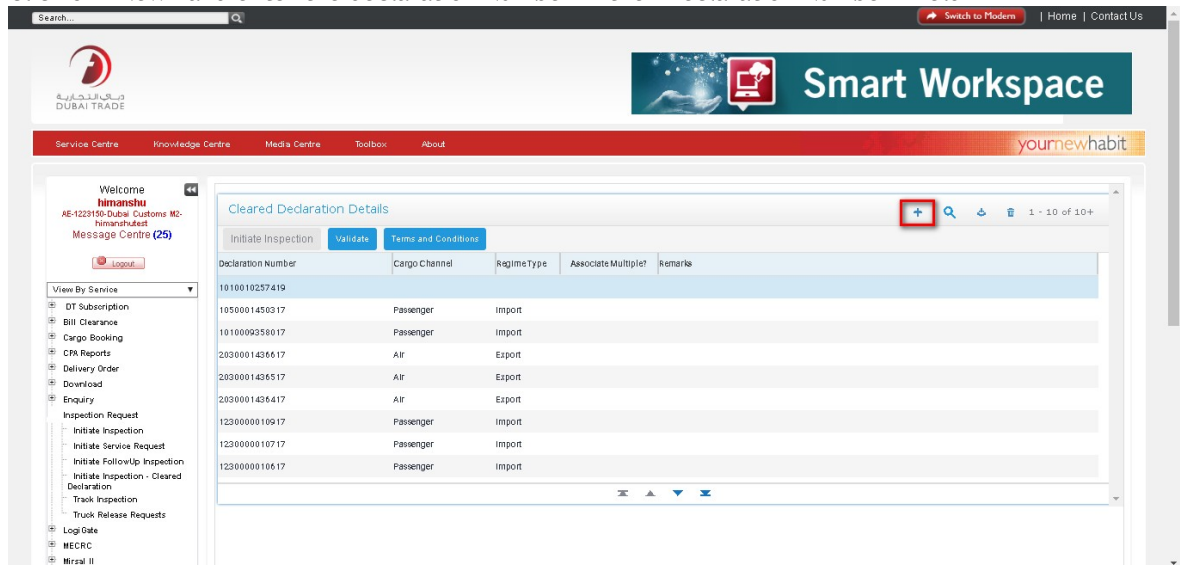
2. Navigate to “Inspection Request” screen and then to “Initiate Inspection-Cleared Declaration” view



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3. Click on “New” and enter the declaration Number in the “Declaration Number” field





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Cleared Declaration Details

Initiate Inspection Validate Terms and Conditions

Declaration Number

2010005316320

Declaration Number	Cargo Channel	Regime Type	Associate Multiple?	Remarks
1010010257419				
1050001450317	Passenger	Import		
1010009258017	Passenger	Import		
2030001426617	Air	Export		
2030001426517	Air	Export		
2030001426417	Air	Export		
1230000010917	Passenger	Import		
1230000010717	Passenger	Import		

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4. Click on “Validate” button. Application would auto populate ‘Cargo Type’, “Regime Type”, “Cargo Channel” fields

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Cleared Declaration Details

Initiate Inspection Validate Terms and Conditions

Declaration Number

2010005316320

Declaration Number	Cargo Channel	Regime Type	Associate Multiple?	Remarks
1010010257419				
1050001450317	Passenger	Import		
1010009258017	Passenger	Import		
2030001426617	Air	Export		
2030001426517	Air	Export		
2030001426417	Air	Export		
1230000010917	Passenger	Import		
1230000010717	Passenger	Import		

Record Saved

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5. Click on “Initiate Inspection” button. Application Navigates the user to the Inspection booking Form details



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Cleared Declaration Details

Initiate Inspection Validate Terms and Conditions

Declaration Number	Cargo Channel	Regime Type	Associate Multiple	Remarks
2010005316320	Land	Export		
1010010257419				
1050001450317	Passenger	Import		
1010009258017	Passenger	Import		
2030001426617	Air	Export		
2030001436517	Air	Export		
2030001436417	Air	Export		
1230000010917	Passenger	Import		
1230000010717	Passenger	Import		

Record Saved

6. Enter the Booking Form details and click on Save

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Booking Request Details

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Booking Request Details

Booking Reference Number: 2020-BR-13979
Declaration Number: 2010005316320
Initiation Date: 5/11/2020
Declarant Reference Number: satya
Goods Name: Imported Trading Text

Inspection Location Type: Customs Area
Outside Location:
Address:
Map:

Follow Up Inspection

Follow Up Required: ☐
Inspection Centre:
Inspection Section:

Contact Details

Contact Email: himanshu.joshi@dubai.ae
Representative Name: himanshu
Contact Number: 971-5-65655124
Mobile Number: 971565655124
(CountryCode/MobileNumber)

Additional Services

Stamping Required: ☐
Seal Required: ☐
Quantity Of Seals:

Status Details

Status: Draft
Sub-Status:

Record Saved

Goods Details Attachments Notes Payment History Document Groups

Select All Deleted Group Dates

Select	Container Number	Marks and Numbers	Preferred Date 1	Preferred Slot 1	Additional Preferred Slot	Preferred Date 2	Preferred Slot 2	Preferred Date
N		N/A						

7. Navigate to Goods Details Tab. Application display either the Container details or the Marks & Numbers details. Enter the Preferred Dates- Date1, Date 2and Date 3 and click on Save. In case of multiple records, use Select All to choose all records in containers/M&N and then Group dates to enter dates/slots for all.



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- Shortcut To Services

Booking Reference Number: 2020-BR-13979

Declaration Number: 2010005316320

Initiation Date: 5/11/2020

Declarant Reference Number: Estya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Follow Up Inspection

Follow Up Required:

Inspection Centre:

Inspection Section:

Contact Email: himanshu.joshi@dubai

Representative Name: himanshu

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required:

Seal Required:

Quantity Of Seals:

Status Details

Status: Draft

Sub-Status:

Record Saved

Goods Details Attachments Notes Payment History Document Groups

Select All Deselect Group Data

Select	Container Number	Marka and Numbers	Preferred Date 1	Preferred slot 1	Additional Preferred slot	Preferred Date 2	Preferred slot 2	Preferred Date
Y	N/A		5/11/2020	Morning (07:00:00-23:00:00)	Morning (07:00:00-23:00:00)			

Record Saved



Tip: Preferred Date 1, Preferred Slot and Additional Preferred Slot are mandatory fields and user cannot submit the booking without entering these details

8. Add Attachments, Notes as applicable.
9. Click in “Next”. Application shall navigate the user to “Inspection Fees” .Respective Charge Type, Amount and the Total Amount would be populated under “Inspection Fees” tab

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- Shortcut To Services

Booking Reference Number: 2020-BR-13979

Declaration Number: 2010005316320

Initiation Date: 5/11/2020

Declarant Reference Number: Estya

Owner Name: Advanced Trading TE

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Follow Up Inspection

Follow Up Required:

Inspection Centre:

Inspection Section:

Contact Email: himanshu.joshi@dub

Representative Name: himanshu

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required:

Seal Required:

Quantity Of Seals:

Status Details

Status: Draft

Sub-Status:

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remark
Credit Account	1113236	120	Authorized	

Payment Details

ChargeType	Amount	Receipt Number
Inspection charges	100	27679
knowledge-Innovation Dtham	20	27680

10. Click on “Confirm Payment”. The Status of the payment gets updated to “Authorized”
11. Click on “Submit”. Status of booking request changes to “Submitted”. The Booking request will get assigned to the Planner.



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Booking Request Details

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Booking Request Details

Booking Reference Number: 2020-BR-13979
Declaration Number: 2010005316320
Initiation Date: 5/11/2020
Declarant Reference Number: satya
Owner Name: Advanced Trading TE
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Inspection Location Type: Customs Area
Outside Location:
Address:
Map:

Follow Up Inspection

Follow Up Required:
Inspection Centre:
Inspection Section:

Contact Details

Contact Email: himanshu.joshi@dtc
Representative Name: himanshu
Contact Number (Country-Area-Number): 971-5-65655124
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required:
Seal Required:
Quantity Of Seals:

Status Details

Status: Draft
Sub-Status:

Make Payment Verify Payment

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Booking Request Details

Track Inspection Request

Thank you for submitting your Inspection Request for

Declaration Number(s): 2010005316320
Booking Reference Number: 2020-BR-13979
Owner Name: Advanced Trading TEST
Declarant Reference Number: satya
Total Fees: 120

Dubai Customs team will get back to you in 2 hours for confirmation of your Inspection Date and Time

HOW WAS YOUR EXPERIENCE?

مؤش السعادة

5.1.2 Create Follow up Inspection Request – Transit

- Client creates a follow up Inspection request for transit declarations(101,103).

Working with the system

- Login to the Application using the credentials and click on “GO”. Application would navigate the user to “My Links”
- Navigate to “Initiate Request” screen. Application would navigate the user to “CDM identified” view



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3. Click on the Initiate Followup Inspection link. Query option for Decl reference or Booking reference is provided

4. Automatic follow up request : System will ask inspection charges for CDM Identify declaration if user selected Follow up check box.

Automatic Follow Up : ->

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Booking Request Details

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Booking Request Details

Booking Reference Number: 2020-BR-13977

Declaration Number: 2010005342520

Initiation Date: 5/11/2020

Declarant Reference Number: satya

Owner Name: Advanced Trading TEST

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Follow Up Inspection

Follow Up Required: ☒

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Contact Details

Contact Email: himanshu.joshi@dubai

Representative Name: himanshu

Contact Number: 971-5-65655124

Mobile Number: 971565655124

Additional Services

Stamping Required: ☐

Seal Required: ☒

Quantity Of Seals: 2

Status Details

Status: Draft

Sub-Status:

Goods Details Attachments Notes Payment History Document Groups

Select All Cancel Group Rates

Manual Follow : ->



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4. Query for the BR or the declaration reference for which a follow up booking needs to be done

5. Query results are displayed. Click on Initiate Inspection. Additional booking request is created.



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Initiate Followup Inspection

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Declaration Number	Booking Request Number	Cargo Channel	Regime Type	Remarks
2010005316320	2020-BR-13979	Land	Export	

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6. Booking Request details are displayed
Update Inspection Centre and section and other details

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Booking Request Details

Booking Reference Number: 2020-BR-13981

Declaration Number: 2010005316320

Initiation Date: 5/11/2020

Declarant Reference Number: satya

Owner Name: Advanced Trading TEST

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Follow Up Inspection

Follow Up Required:

Inspection Centre:

Inspection Section:

Request Type: Normal

Contact Details

Contact Email: himanshu.joshi@dubaic.gov.ae

Representative Name: himanshu

Contact Number: 971-5-65655124

(Country-Area-Number):

Mobile Number: 971565655124

(CountryCode-MobileNumber):

Additional Services

Stamping Required:

Seal Required:

Quantity Of Seals:

Status Details

Status: Draft

Sub-Status:

Goods Details Attachments Notes Payment History Document Groups

Select All Deselect Group Dates

1 - 1 of 1

Rest of the process is similar to that of a normal booking request.



5.1.3 Create Inspection for Multiple Declarations.

- Client creates an Inspection request for multiple declarations.

Working with the system

- For Declaration with status “Cleared with Inspection”
- Login to the Application using the credentials and click on “GO”. Application would navigate the user to “My Links”
 - Navigate to “Initiate Request” screen. Application would navigate the user to “CDM identified” view
 - Click on “Query” button and enter the Declaration number in the “Declaration Number” field. Then Click on “Go”. Declaration Number gets displayed



8. Click on “Validate” button. Application would auto populate “Regime Type”, “Cargo Channel” fields

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CDM Declaration Details

Initiate Inspection Validate Terms and Conditions Please click on New button to add a declaration which is not available in below mentioned list.

Declaration Number	Cargo Channel	Regime Type	Associate Multiple	Remarks
2810005343020	Land	Export		

Record Saved

9. Click on Associate Multiple Declaration flag as ‘Y’.

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CDM Declaration Details

Initiate Inspection Validate Terms and Conditions Please click on New button to add a declaration which is not available in below mentioned list.

Declaration Number	Cargo Channel	Regime Type	Associate Multiple	Remarks
2810005343020	Land	Export	Y	

Record Saved

10. Repeat the steps from 3 till 5 and then Click on “Initiate Inspection”. Navigates the user to the Inspection booking Form details



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CDM Declaration Details

[Initiate Inspection](#) [Validate](#) [Terms and Conditions](#) [Please click on New button to add a declaration which is not available in below mentioned list.](#)

Declaration Number	Cargo Channel	Regime Type	Associate Multiple	Remarks
2010005343020	Land	Export	<input checked="" type="checkbox"/>	
2010005342920	Land	Export	<input checked="" type="checkbox"/>	
2010005342820	Land	Export		
1010011954920				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011951420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
10100112015020				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011954420				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1020002236120	Air	Import		
1010011451620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.
1010011450620				This Declaration has an auto created Inspection Request. Please approach HAMRIYA PORT for completion of Customs Procedures.

Record Saved

Field	Description
Booking Reference Number	Auto populated
Initiation Date	Auto populated
Request Type	"Normal" = General planning and confirmation "Urgent " = For urgent planning and confirmation
Inspection Location Type	"Customs Area" = If the Inspection is to be conducted within Dubai Customs Premises "Outside Customs Area" = If the inspection is to be conducted outside the Dubai Customs Premises
Outside Location	Mandatory if the Inspection Location type= "Outside Customs Area" . Pick applet to choose the following values Location Weight Number of trucks
Address	Mandatory if the Inspection Location type= "Outside Customs Area".
Map	URL or the detail of location
Declarant Reference Number	Unique job number of the declaration
Declaration Number	Read only. Unique Number of the declaration associated to the Booking request
Owner Name	Read only. Name of the owner of the declaration associated to the Booking request
Declaration Status	Read only. Status of the declaration associated to the Booking request



Declaration Type	Read only. Unique Type of the declaration associated to the Booking request
CDM Remarks	Read only. Remarks provided by the CDM (customs Declaration Management)
Representative Name	Mandatory. Name of representative who shall be present at the time of Inspection
Contact Number	Mandatory .Contact Number of the Owner or the representative
Contact Email	Mandatory. Contact Email address of the Owner or the representative
Mobile Number	Mandatory. Contact Number of the Owner or the representative
Seal required	Check box. Flag “Y” or “N” To be updated only if Seals are required
Number of Seals	Editable if the ‘Seal required’ flag is “Y” For Declaration with container details, this field would default to Number of Containers OR ELSE default o “1”
Status	Read Only. Status of the Booking request would be “Draft”
Sub Status	Read Only. Sub status of the Booking request

11. Enter the Booking Form details

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Booking Request Details

Booking Reference Number: 2020-BR-13983

Initiation Date: 5/11/2020

Request Type: Normal

Inspection Centre: Dry Port

Inspection Section: Dry Port

Status: Draft

Sub-Status:

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Contact Details

Contact Email: himanshu.joshi@dubai.ae

Representative Name: himanshu

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Information

Seal Required:

Quantity Of Seals:

Truck/Container Number:

Declarant Reference Number:

Preferred Date And Time

Preferred Date 1: 5/11/2020

Preferred Date 2:

Preferred Date 3:

Preferred Slot 1: Morning (07:00:00-2)

Preferred Slot 2:

Preferred Slot 3:

Additional Preferred Slot: Morning (07:00:00-2)

dmk.dubai.ae/portal/sso/main.do?fromLogout=true

12. Enter the Preferred Dates- Date1, Date 2and Date 3

13. Enter the Preferred Slots - Slot 1, Slot 2, and Slot 3, Additional Preferred Slot



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Booking Request Details

Booking Reference Number: 2020-BR-13983
Initiation Date: 5/11/2020
Request Type: Normal
Inspection Centre: Dry Port
Inspection Section: Dry Port
Status: Draft
Sub-Status:

Inspection Location Type: Customs Area
Outside Location:
Address:
Map:

Contact Details

Contact Email: himanshu.joshi@dubai.ae
Representative Name: himanshu
Contact Number: 971-5-65655124
(Country-Area+Number)
Mobile Number: 971565655124
(CountryCode+MobileNumber)

Additional Information

Seal Required:
Quantity Of Seals:
Truck/Container Number: 34634
Declarant Reference Number: 224532

Preferred Date And Time

Preferred Date 1: 5/11/2020
Preferred Date 2: 5/11/2020
Preferred Date 3: 5/11/2020
Preferred Slot 1: Morning (07:00:00-2
Preferred Slot 2: Morning (07:00:00-2
Preferred Slot 3: Morning (07:00:00-2
Additional Preferred Slot: Morning (07:00:00-2

Record Saved

Notes Sealing Fees Groups

14. Upload attachment for each declaration under “Declaration” tab and click on “Save”.

Preferred Date 3: Preferred Slot 3: Additional Preferred Slot: Morning (07:00:00-2

Declarations Notes Sealing Fees Groups

Declaration Number	Payment Status	Stamping Required
2010005343020		
2010005342920		

Attachments Payment History Document

Name	Document Title	Size (in Bytes)	Type
GCC Country	Packing List	155,293	PDF

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15. Click in “Next”. Application shall navigate the user to “Inspection Fees”. Respective Charge Type, Amount and the Total Amount would be populated under “Inspection Fees” tab if applicable.



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Booking Request Details

Booking Reference Number: 2020-BR-13983
Initiation Date: 5/11/2020
Request Type: Normal
Inspection Centre: Dry Port
Inspection Section: Dry Port
Status: Draft
Sub-Status:

Inspection Location Type: Customs Area
Outside Location:
Address:
Map:

Contact Details

Contact Email: himanshu.joshi@dubai
Representative Name: himanshu
Contact Number (Country-Area-Number): 971-5-65655124
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Information

Seal Required: ☒
Quantity Of Seals: 2
Truck/Container Number: 34634
Declarant Reference Number: 324532

Preferred Date And Time

Preferred Date 1: 5/11/2020
Preferred Date 2:
Preferred Date 3:
Preferred Slot 1: Morning (07:00:00-2
Preferred Slot 2:
Preferred Slot 3:
Additional Preferred Slot: Morning (07:00:00-2

Declarations Notes Sealing Fees Groups

Payment Id	Payment Mode	Credit Account	Total Amount	Status	Description Remarks
1-104861782610	Credit Account	1113236	20	Authorized	

16. Click on “Confirm Payment”. The Status of the payment gets updated to “Authorized”

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Booking Request Details

Booking Reference Number: 2020-BR-13983
Initiation Date: 5/11/2020
Request Type: Normal
Inspection Centre: Dry Port
Inspection Section: Dry Port
Status: Draft
Sub-Status:

Inspection Location Type: Customs Area
Outside Location:
Address:
Map:

Contact Details

Contact Email: himanshu.joshi@dub
Representative Name: himanshu
Contact Number (Country-Area-Number): 971-5-65655124
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Information

Seal Required: ☒
Quantity Of Seals: 2
Truck/Container Number: 34634
Declarant Reference Number: 324532

Preferred Date And Time

Preferred Date 1: 5/11/2020
Preferred Date 2:
Preferred Date 3:
Preferred Slot 1: Morning (07:00:00-2
Preferred Slot 2:
Preferred Slot 3:
Additional Preferred Slot: Morning (07:00:00-2



For Cleared declaration inspection charges is 100 AED.



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Preferred Date 1: 5/11/2020 Preferred Slot 1: Morning (07:00:00) Declarant Reference Number:

Preferred Date 2: Preferred Slot 2:

Preferred Date 3: Preferred Slot 3:

Additional Preferred Slot: Morning (07:00:00)

Declaration Number	Stamping Required	Payment Status	RequestType
2810095343420		Authorized	Normal
2810095343320		Authorized	Normal

Payments 1 - 1 of 1

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remark
Credit Account	1113326	120	Authorized	

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17. Similarly Confirm the payment for all declarations

18. Click on Submit. Application changes the status to “Submitted” and assigns the request to planner.

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Back Next Submit

Booking Reference Number: 2020-BR-13394

Initiation Date: 5/11/2020

Request Type: Normal

Inspection Centre: Dry Port

Inspection Section: Dry Port

Status: Draft

Sub-Status:

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Contact Details

Contact Email: himanshu.joshi@dub

Representative Name: satya

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Information

Seal Required: ☐

Quantity Of Seals:

Truck/Container Number:

Declarant Reference Number:

Preferred Date And Time

Preferred Date 1: 5/11/2020 Preferred Slot 1: Morning (07:00:00)

Preferred Date 2: Preferred Slot 2:

Preferred Date 3: Preferred Slot 3:

Additional Preferred Slot: Morning (07:00:00)

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19. Confirmation page displays the details.



Working with the system

- For Declaration with status “Cleared”
1. Login to the Application using the credentials and click on “GO”. Application would navigate the user to “My Links”
 2. Navigate to “Initiate Request” screen and then to “Cleared Declaration” view
 3. Click on “New” and enter the declaration Number in the “Declaration Number” field
 4. Click on “Validate” button. Application would auto populate ‘Cargo Type’, “Regime Type”, “Cargo Channel” fields
 5. Click on Associate Multiple Declaration flag as ‘Y’.
 6. Repeat the steps from 3 till 5 and then Click on “Initiate Inspection”. Navigates the user to the Inspection booking Form details
 7. Click in “Validate Payment”. Application shall navigate the user to “Inspection Fees” .Respective
 8. Charge Type, Amount and the Total Amount would be populated under “Inspection Fees” tab
 9. Click on “Confirm Payment”. The Status of the payment gets updated to “Authorized”
 10. Similarly Confirm the payment for all declarations
 11. Click on Submit. Application changes the status to “Submitted” and assigns the request to planner




Tip: Sealing fees if requested for multiple declarations would be generated separately for a booking request and shall be visible under the Sealing tab



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For booking request with Multiple Declaration, User would upload document for each declaration and not for a booking request

1. Navigate to “Declaration” Tab and then to “Attachment” screen. Select the Declaration Number and click on “New”
2. Click on glyph  and browse the document and click on “Add”

Select the required value the “Document Title” and then click on “Sav



5.1.4 Create Inspection request for Outside Inspection-

- Client will create Outside Inspection request for the declaration.
- Client enters necessary information to the Inspection request
- Client uploads document (if any) and notes if required and saves the request for further processing
- Client then submit post indicating the mode of payment

Working with the system

If the Location type= “Outside Customs Area” then user has to fill the following details

- a) Location
- b) Weight
- c) Number of trucks

These indicate the Outside Inspection charges.

1. Initiate a new Inspection request (CDM or Cleared)

Declaration Number	Cargo Channel	Regime Type	Associate Multiple	Remarks
2810005316320	Land	Export		
1010010257419				
1050001450317	Passenger	Import		
1010009258017	Passenger	Import		
2030001436617	Air	Export		
2030001436517	Air	Export		
2030001436417	Air	Export		
12300000110917	Passenger	Import		
12300000010717	Passenger	Import		

2. Enter Booking form details



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Booking Request Details

Booking Reference Number: 2020-BR-13987

Declaration Number: 2010005316320

Initiation Date: 5/12/2020

Declarant Reference Number: satya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Outside Customs Area

Outside Location: [Map Icon]

Address: [Map Icon]

Map: [Map Icon]

Follow Up Inspection

Follow Up Required: []

Inspection Centre: []

Inspection Section: []

Contact Details

Contact Email: himanshu.joshi@dubaicustoms.gov.ae

Representative Name: satya

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required: []

Seal Required: []

Quantity Of Seals: []

Status Details

Status: Draft

Sub-Status: []

Goods Details Attachments Notes Payment History Document Groups

Select All Deselect Group Dates

Select	Container Number	Mark and Numbers	Preferred Date 1	Preferred Slot 1	Additional Preferred Slot	Preferred Date 2	Preferred Slot 2	Preferred
N		N/A						

3. Select the Inspection Location Type as “Outside Customs Area”

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Booking Request Details

Booking Reference Number: 2020-BR-13987

Declaration Number: 2010005316320

Initiation Date: 5/12/2020

Declarant Reference Number: satya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Outside Customs Area

Outside Location: [Map Icon]

Address: [Map Icon]

Map: [Map Icon]

Follow Up Inspection

Follow Up Required: []

Inspection Centre: []

Inspection Section: []

Contact Details

Contact Email: himanshu.joshi@dubaicustoms.gov.ae

Representative Name: satya

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required: []

Seal Required: []

Quantity Of Seals: []

Status Details

Status: Draft

Sub-Status: []

Goods Details Attachments Notes Payment History Document Groups

Select All Deselect Group Dates

Select	Container Number	Mark and Numbers	Preferred Date 1	Preferred Slot 1	Additional Preferred Slot	Preferred Date 2	Preferred Slot 2	Preferred
N		N/A						

4. Click on glyph in the “Outside Location Field”. Application shall open and new form to the user



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Booking Request Details

Booking Reference Number: 2020-BR-13987
Declaration Number: 2010005316320

Inspection Location Type: Outside Customs Area
Outside Location: **Outside Location**

Location	Weight	Number of Trucks
Dubai	20 Tons	1
Hatta	20 Tons	1
Hatta	Exceeding 20 Tons	1
Sharjah	20 Tons	1
Sharjah	Exceeding 20 Tons	1
Khorfalkan	20 Tons	1
Khorfalkan	Exceeding 20 Tons	1
Khorfalkan	Regardless Weight	2
Khorfalkan	Regardless Weight	3
Ajman	20 Tons	1
Ajman	Exceeding 20 Tons	1
Ajman	Regardless Weight	2
Ajman	Regardless Weight	3

Contact Details

Contact Email: himanshu.joshi@dubai.ae
Representative Name: satya
Contact Number: 971-5-65655124
Mobile Number: 971565655124

Additional Services

Stamping Required: ☐
Seal Required: ☐
Quantity Of Seals:

Status Details

Status: Draft
Sub-Status:

Additional Preferred Slot Preferred Date 2 Preferred Slot 2 Preferred

5. Select the desired combination of “Location”, “Weight” and “No of Trucks” from the pop up. Click on ‘OK’ to select a value. Click Save to save the record.

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Declaration Details

Declaration Number: 2010005316320
Initiation Date: 5/12/2020
Declarant Reference Number: satya
Owner Name: Advanced Trading TEST
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Goods Details

Location	Weight	Number of Trucks
Dubai	20 Tons	1
Hatta	20 Tons	1
Hatta	Exceeding 20 Tons	1
Sharjah	20 Tons	1
Sharjah	Exceeding 20 Tons	1
Khorfalkan	20 Tons	1
Khorfalkan	Exceeding 20 Tons	1
Khorfalkan	Regardless Weight	2
Khorfalkan	Regardless Weight	3
Ajman	20 Tons	1
Ajman	Exceeding 20 Tons	1
Ajman	Regardless Weight	2
Ajman	Regardless Weight	3
UmmAlQwain	20 Tons	1
UmmAlQwain	Exceeding 20 Tons	1
UmmAlQwain	Regardless Weight	2
UmmAlQwain	Regardless Weight	3
RasAlKhaima	20 Tons	1
RasAlKhaima	Exceeding 20 Tons	1
RasAlKhaima	Regardless Weight	2

OK Cancel

6. Enter the value in “Address” field and click on Save
7. Enter the value in “Map” field and click on Save



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Booking Request Details

Booking Reference Number: 2020-BR-13987
Declaration Number: 2010005316320
Initiation Date: 5/12/2020
Declarant Reference Number: satya
Owner Name: Advanced Trading TEST
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Inspection Location Type: Outside Customs Area
Outside Location: Ajman
Address: Dubai free zone city
Map: HTTP://www.googlemaps

Follow Up Inspection

Follow Up Required: ☐
Inspection Centre:
Inspection Section:

Contact Details

Contact Email: himanshu.joshi@dubai.gov.ae
Representative Name: satya
Contact Number: 971-5-65655124
(Country-Area-Number)
Mobile Number: 971565655124
(CountryCodeMobileNumber)

Additional Services

Stamping Required: ☐
Seal Required: ☐
Quantity Of Seals:

Status Details

Status: Draft
Sub-Status:

Goods Details Attachments Notes Payment History Document Groups

Select All Deselect Group Dates

Select	Container Number	Mark and Numbers	Preferred Date 1	Preferred slot 1	Additional Preferred slot	Preferred Date 2	Preferred slot 2	Preferred
N		N/A						

8. Add Preferred Date and Preferred slot, attachments and Notes if any.

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Booking Request Details

Booking Reference Number: 2020-BR-13987
Declaration Number: 2010005316320
Initiation Date: 5/12/2020
Declarant Reference Number: satya
Owner Name: Advanced Trading TEST
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Inspection Location Type: Outside Customs Area
Outside Location: Ajman
Address: Dubai free zone city
Map: HTTP://www.googlemaps

Follow Up Inspection

Follow Up Required: ☐
Inspection Centre:
Inspection Section:

Contact Details

Contact Email: himanshu.joshi@dubai.gov.ae
Representative Name: satya
Contact Number: 971-5-65655124
(Country-Area-Number)
Mobile Number: 971565655124
(CountryCodeMobileNumber)

Additional Services

Stamping Required: ☐
Seal Required: ☐
Quantity Of Seals:

Status Details

Status: Draft
Sub-Status:

Record Saved

Goods Details Attachments Notes Payment History Document Groups

Select All Deselect Group Dates

Select	Container Number	Mark and Numbers	Preferred Date 1	Preferred slot 1	Additional Preferred slot	Preferred Date 2	Preferred slot 2	Preferred
Y		N/A	5/12/2020	Morning (07:00:00-23:00:00)	Morning (07:00:00-23:00:00)			

9. Click on "Next". Application would navigate the user to "Inspection Fees" screen. Respective Charge Type, Amount and the Total Amount shall be populated



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- Value Added Services

Initiation Date: 5/12/2020

Address: CUSTOMER FROM SERVICE

Contact Number (Country-Area-Number): 971-5-65655124

Declarant Reference Number: satya

Map: HTTP://www.google

Mobile Number (CountryCodeMobileNumber): 971565655124

Owner Name: Advanced Trading TE

Follow Up Inspection

Inspection Centre: Dry Port

Follow Up Required: ☐

Inspection Section: Dry Port

Inspection Centre:

Request Type: Normal

Inspection Section:

Additional Services

Stamping Required: ☐

Seal Required: ☐

Quantity Of Seals:

Status Details

Status: Draft

Sub-Status:

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
		740		

Payment Details

ChargeType	Amount	Receipt Number
Inspection Charges	100	
knowledge-Innovation Ditham	40	
Outside Inspection Charges	600	

10. Select the mode of Payment and click on Save. Application shall enable the submit button

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- Value Added Services

Initiation Date: 5/12/2020

Address: CUSTOMER FROM SERVICE

Contact Number (Country-Area-Number): 971-5-65655124

Declarant Reference Number: satya

Map: HTTP://www.google

Mobile Number (CountryCodeMobileNumber): 971565655124

Owner Name: Advanced Trading TE

Follow Up Inspection

Inspection Centre: Dry Port

Follow Up Required: ☐

Inspection Section: Dry Port

Inspection Centre:

Request Type: Normal

Inspection Section:

Additional Services

Stamping Required: ☐

Seal Required: ☐

Quantity Of Seals:

Status Details

Status: Draft

Sub-Status:

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
Credit Account	1113236	740		

Record Saved

Payment Details

ChargeType	Amount	Receipt Number
Inspection Charges	100	
knowledge-Innovation Ditham	40	
Outside Inspection Charges	600	

11. Application shall navigate the user to the confirmation page. The Inspection request will be assigned to the Dubai Customs for approval and confirmation of Payment.



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Booking Request Details

Back Submit

Booking Request Details

Booking Reference Number: 2020-BR-13987
Declaration Number: 2010005316320
Initiation Date: 5/12/2020
Declarant Reference Number: satya
Owner Name: Advanced Trading TE
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Inspection Location Type: Outside Customs
Outside Location: Ajman
Address: Dubai free zone
Map: HTTP://www.google

Follow Up Inspection

Follow Up Required: ☐
Inspection Centre:
Inspection Section:

Contact Details

Contact Email: himanshu.joshi@dub
Representative Name: satya
Contact Number (Country-Area-Number): 971-5-65655124
Mobile Number (CountryCode+MobileNumber): 971565655124

Additional Services

Stamping Required: ☐
Seal Required: ☐
Quantity Of Seals:

Status Details

Status: Draft
Sub-Status:

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
Credit Account	1113236	740		

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Booking Request Details

Track Inspection Request

Thank you for submitting your Inspection Request for

Declaration Number(s): 2010005316320
Booking Reference Number: 2020-BR-13987
Owner Name: Advanced Trading TEST
Declarant Reference Number: satya
Total Fees: 740

Dubai Customs team will get back to you in 2 hours for confirmation of your Inspection Date and Time

مؤشر السعادة
دولة الذكاء
SMART DUBAI

HOW WAS YOUR EXPERIENCE?

Happy Neutral Unhappy



5.1.5 View/Track confirmed Booking Request

- To track the progress of Inspection request.
- To view the request at any point of time..

Working with the system

1. Navigate to “Track Request” link

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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number Request Type Location Type Status Sub Status Initiation Date Declaration Number Mobile Number Follow Up Inspection

No Records

2. Click on “Query” - Enter the applicable parameters for the query

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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number Request Type Location Type Status Sub Status Initiation Date Declaration Number Mobile Number Follow Up Inspection

2017-BR-9159	Normal	Customs Area	Submitted		9/24/2017	2030001445217	971565655124	
2017-BR-9178	Normal	Customs Area	Submitted		9/25/2017	1080000473317	971565655124	
2017-BR-9291	Normal	Customs Area	Submitted		9/26/2017	2030001448317	971565655124	
2017-BR-9599	Normal	Customs Area	Submitted	Client Resp.	10/12/2017	2010004054617	971565655124	
2017-BR-9606	Normal	Customs Area	Submitted		10/22/2017	2010004055417	971501784353	
2018-BR-9856	Normal	Customs Area	Submitted		1/7/2018	4010000722317	971565655124	
2018-BR-9862	Normal	Customs Area	Submitted		1/7/2018	2030001325616	971565655124	
2018-BR-9863	Normal	Customs Area	Submitted		1/7/2018	2030001444417	971565655124	
2018-BR-9993	Normal	Customs Area	Cancelled	Client	1/11/2018	3030001178418	971566259	
2018-BR-9920	Normal	Customs Area	Submitted		1/28/2018	2030001474418	971523255523	



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Track Inspection Request

Booking Reference Number Request Type Location Type Status Sub Status Initiation Date Declaration Number Mobile Number Follow Up Inspection

2920-BR-13992

3. Application displays the booking request that was queried.

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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number Request Type Location Type Status Sub Status Initiation Date Declaration Number Mobile Number Follow Up Inspection

2920-BR-13992 Normal Customs Area Submitted 5/11/2020 2010005342520 971555655124

1 - 1 of 1

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- Click on view confirmation details to generate a report / receipt of booking request confirmation.

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2020-BR-13305	Normal	Customs Area	Scheduled	Confirmed	4/20/2020	2030002645020	971565655124	

- Application displays the receipt in printable format.

Booking Confirmation

Bar Code (Booking Request)	[Barcode]		
Booking Reference Number	2020-BR-13305		
Inspection Centre	Jebel Ali and Tecom		
Inspection Section	DC and DM Inspection-Gate11		
Declaration Number	2030002645020	Documents to be carried	Org Structure/Profile Copy
Container Number / Marks & Numbers	SYNCT	Bar Code (Containers)	Confirmed Date Time
			20/04/2020 04:56:00 PM

Note: You are required to be at the appointed inspection place 10 minutes prior to the allocated inspection time



5.1.6 Make payment for Outside Inspection –

- To make payment for Outside Inspection after approval of Outside Inspection request by Dubai Customs.
- This process is applicable only for Payment Mode = e-pay.

Working with the system

1. Navigate to “Track Request” link

Truck Release Request Number	Declaration Number	Status	Initiation Date
2020-TR-911	1010012035220	Submitted	5/4/2020
2020-TR-910	1010012032420	Submitted	5/4/2020
2020-TR-909	1010012033220	Submitted	5/4/2020
2020-TR-908	1010012032820	Submitted	5/4/2020
2020-TR-904	1010012039920	Submitted	5/3/2020
2020-TR-903	1010012028920	Submitted	5/3/2020
2020-TR-902	1010012028820	Submitted	5/3/2020
2020-TR-893	1010012030220	Submitted	5/3/2020
2020-TR-892	1010012029020	Submitted	5/3/2020
2020-TR-891	1010012029920	Submitted	5/3/2020

2. Query for the booking request that is applicable for the payment. Application would display the Inspection request in Status- “Scheduled”, Sub Status -“Payment Not received”.

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2020-SR-13907								

3. “Make Payment” button will be enabled.



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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Insp
2020-BR 13996	Normal	Outside Customs	Scheduled	Payment Not Received	5/12/2020	2010005316320	971565655124	

4. Click on “Make Payment” button

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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Insp
2020-BR 13996	Normal	Outside Customs	Scheduled	Payment Not Received	5/12/2020	2010005316320	971565655124	

5. Make the payment. Application updates the status to “Authorized” and enables the “Submit” button.



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Initiate Inspection - Release

Check Release Requests

Gate

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Management

Added Services

Init To Services

Booking Request Details

Booking Reference Number: 2020-BR-13996

Declaration Number: 2010005316320

Initiation Date: 5/12/2020

Declarant Reference Number: satya

Owner Name: Advanced Trading TE

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Outside Customs

Outside Location: Dubai

Address: fdsf

Map: sdfds

Follow Up Inspection

Follow Up Required: ☐

Inspection Centre:

Inspection Section:

Contact Details

Contact Email: himanshu.joshi@dub

Representative Name: satya

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Stamping Required: ☐

Seal Required: ☐

Quantity Of Seals:

Status Details

Status: Initiate Reschedule

Sub-Status: Payment Not Received

1 - 1 of 1

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
Credit Account	1112848	640	Authorized	

Payment Details

Charge Type	Amount	Receipt Number
Inspection Charges	100	
Knowledge Innovation Dham	40	
Outside Inspection Charges	500	

1 - 3 of 3

6. Click on Submit button

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Inspection Request

Initiate Inspection

Booking Request Details

Back Submit

Booking Request Details

Booking Reference Number: 2020-BR-13983

Initiation Date: 5/11/2020

Request Type: Normal

Inspection Centre: Dry Port

Inspection Section: Dry Port

Status: Draft

Sub-Status:

Inspection Location Type:

Outside Location:

Address:

Map:

7. Application changes the status of request to "Scheduled" and Sub Status to "Confirmed".



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DUBAI CUSTOMS

Inspection Booking Details:

Track Inspection Request

Query Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions 1 - 1 of 1

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number
2013-BR-6241	Normal	Outside Customs Area	Scheduled	Confirmed	4/12/2013	2030000548313	9718934789347

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- MECRC
- Miscel II

Initiate/Track Truck Release Requests

Cancel Request Print Request

Truck Release Request Number	Declaration Number	Status	Initiation Date
2020-TR-911	1010012036220	Submitted	5/4/2020
2020-TR-910	1010012032420	Submitted	5/4/2020
2020-TR-909	1010012033220	Submitted	5/4/2020
2020-TR-908	1010012032620	Submitted	5/4/2020
2020-TR-904	1010012030020	Submitted	5/3/2020
2020-TR-903	1010012028920	Submitted	5/3/2020
2020-TR-902	1010012028820	Submitted	5/3/2020
2020-TR-893	1010012030220	Submitted	5/3/2020
2020-TR-892	1010012029020	Submitted	5/3/2020
2020-TR-881	1010012029920	Submitted	5/3/2020

5.1.7 Reschedule an Inspection Request.

- To reschedule any planned Inspection requests.

Working with the system

- Navigate to "Track Request" link



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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
No Records								

- Query for the booking request that needs to be rescheduled. The Inspection request in Status- “Scheduled” and Sub Status -“Confirmed” is eligible for reschedule.

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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2020-BR 13985								

- Application displays the queried booking request. Click on “Reschedule Request” button.



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Track Inspection Request

[Re-Schedule Request](#) [Cancel Request](#) [Update Info](#) [View Confirmation Details](#) [Make Payment](#) [Terms and Conditions](#)

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2020-BR-13985	Normal	Customs Area	Initiate Re...	Suspended	5/11/2020	2010005342820	971565655124	

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4. Application would navigate the user to booking Form details. “Change Dates” button under the group tab will be enabled.

[Back](#) [Next](#)

Booking Request Details

Booking Reference Number: 2020-BR-13985
Declaration Number: 2010005342820
Initiation Date: 5/11/2020
Declarant Reference Number: satya
Owner Name: Advanced Trading TEST
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Inspection Location Type: Customs Area
Outside Location:
Address:
Map:
Follow Up Inspection
Follow Up Required:
Inspection Centre: Dry Port
Inspection Section:

Contact Details
Contact Email: l@test.com
Representative Name: ddfs
Contact Number (Country-Area-Number): 971-5-65655124
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services
Stamping Required:
Seal Required:
Quantity Of Seals:

Status Details
Status: Reschedule In Progre
Sub-Status: Suspended

[Goods Details](#) [Attachments](#) [Notes](#) [Payment History](#) [Document](#) [Groups](#)

Groups

[Change Dates](#)

Serial Number	Confirmed Start Time	Confirmed End Time
2020-INS-6005	5/11/2020 06:25:00 PM	5/11/2020 06:25:00 PM

5. Click on “Change Dates” button. Application shall open a new window to enter new the “Preferred dates” and Preferred Slots”.
Enter Preferred Dates and Time and click on “Save” button. Click on “OK” button.
Application will copy the new dates and time under “Goods Details” screen.
“Confirmed Start Time” and “Confirmed End time” would be become blank.



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- Transportation
- Unblock

Booking Request Details

Booking Reference Number: 2020-BR-13985

Declaration Number: 2010005342820

Initiation Date: 5/11/2020

Dedant Reference Number: Fatya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Contact Details

Contact Email: i@test.com

Representative Name: dafs

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (Country-Area-Number): 971565655124

Group Dates

Preferred Date 1: 5/11/2020

Preferred Date 2:

Preferred Date 3:

Preferred Slot 1: Morning (07:00:00-23:00:00)

Preferred Slot 2:

Preferred Slot 3:

Additional Preferred Slot: Evening (23:00:00-07:00:00)

Record Saved

Groups

Change Dates

Serial Number	Confirmed StartTime	Confirmed End Time
2826-INS-6405	5/11/2020 06:25:00 PM	5/11/2020 06:25:00 PM

6. Click on “Next” button.

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Booking Request Details

Booking Reference Number: 2020-BR-13985

Declaration Number: 2010005342820

Initiation Date: 5/11/2020

Dedant Reference Number: Fatya

Owner Name: Advanced Trading TEST

Inspection Centre: Dry Port

Inspection Section: Dry Port

Request Type: Normal

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Contact Details

Contact Email: i@test.com

Representative Name: dafs

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (Country-Area-Number): 971565655124

Follow Up Inspection

Follow Up Required:

Inspection Centre:

Inspection Section:

Additional Services

Stamping Required:

Seal Required:

Quantity Of Seals:

Status Details

Status: Reschedule In Progress

Sub-Status: Suspended

Groups

Change Dates

Serial Number	Confirmed StartTime	Confirmed End Time
2820-INS-6405		

7. Application prompts warning message to the user. Click on “OK”.

Message

Please Reschedule at least one group. If done, please Click "OK" Button to Continue and Submit the request OR Click "Cancel" Button to go back to the Request.

OK Cancel

8. Here, is no payment is schedule for reschedule inspection booking .



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- Click on Next. The application changes the status of Inspection request to “Submitted” and Sub Status to “Rescheduled”.

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Task Inspection Request

Thank you for submitting your Inspection Request for

Declaration Number(s): 2010005342820

Booking Reference Number: 2020-BR-13985

Owner Name: Advanced Trading TE

Declarant Reference Number: satya

Total Fees: 0

Dubai Customs team will get back to you in 2 hours for confirmation of your Inspection Date and Time

5.1.8 Reschedule an Inspection Request (Multiple Declaration)

- To reschedule any planned Inspection requests.

Working with the system

- Navigate to “Track Request” link

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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
No Records								

- Query and select the applicable booking request.



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Track Inspection Request

Reschedule Request Cancel Request Update Info View Confirmation Details Make Payment Temp and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2920-BR-13984	Normal	Customs Area	Initiate Re...	Suspended	5/11/2020	2010005343320	971565655124	

- Click on “Reschedule Request” button. The “Reschedule Request” will be enabled when Status = “Scheduled” and Sub Status = “Confirmed”.
- Application would navigate the user to booking Form details. “Preferred Date and Preferred Slots” and “Contact Details” would be enabled

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Booking Request Details

Back Next

Booking Request Details

Booking Reference Number: 2020-BR-13984

Initiation Date: 5/11/2020

Request Type: Normal

Inspection Centre: Dry Port

Inspection Section: Dry Port

Status: Reschedule In Progre

Sub-Status: Suspended

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Contact Details

Contact Email: himanshu.joshi@dubai.ae

Representative Name: satya

Contact Number: 971-5-65655124

Mobile Number: 971565655124

Additional Information

Seal Required:

Quantity Of Seals:

Truck/Container Number:

Declaration Reference Number:

Preferred Date And Time

Preferred Date 1: 5/11/2020

Preferred Date 2:

Preferred Date 3:

Preferred Slot 1: Morning (07:00:00-2

Preferred Slot 2:

Preferred Slot 3:

Additional Preferred Slot: Morning (07:00:00-2

Declarations Notes Sealing Fees Groups

- Application would navigate the user to payment screen if reschedule request meets the criteria of Payment or else the request gets submitted. Click on “Next” button



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- User Management

Booking Request Details

Booking Reference Number: 2020-BR-13984

Initiation Date: 5/11/2020

Request Type: Normal

Inspection Centre: Dry Port

Inspection Section: Dry Port

Status: Reschedule In Progre

Sub-Status: Suspended

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Contact Details

Contact Email: himanshu.joshi@dubai.gov.ae

Representative Name: satya

Contact Number: 971-5-65655124

Mobile Number: 971565655124

Additional Information

Seal Required: ☐

Quantity Of Seals:

Truck/Container Number:

Declarant Reference Number:

Preferred Date And Time

Preferred Date 1: 5/11/2020

Preferred Date 2:

Preferred Date 3:

Preferred Slot 1: Morning (07:00:00-2

Preferred Slot 2:

Preferred Slot 3:

Additional Preferred Slot: Morning (07:00:00-2

Declarations Notes Sealing Fees Groups

6. Application assigning the request to Dubai Customs for further processing.

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Message

Please Reschedule at least one group. If done, please Click "OK" Button to Continue and Submit the request OR Click "Cancel" Button to go back to the Request.

OK Cancel

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Track Inspection Request

Thank you for submitting your Inspection Request for

Declaration Number(s): 2010005343420,201

Booking Reference Number: 2020-BR-13984

Owner Name: Advanced Trading TE

Declarant Reference Number:

Total Fees: 0

Dubai Customs team will get back to you in 2 hours for confirmation of your Inspection Date and Time

7. Payment Matrix criteria for Reschedule of Inspection request



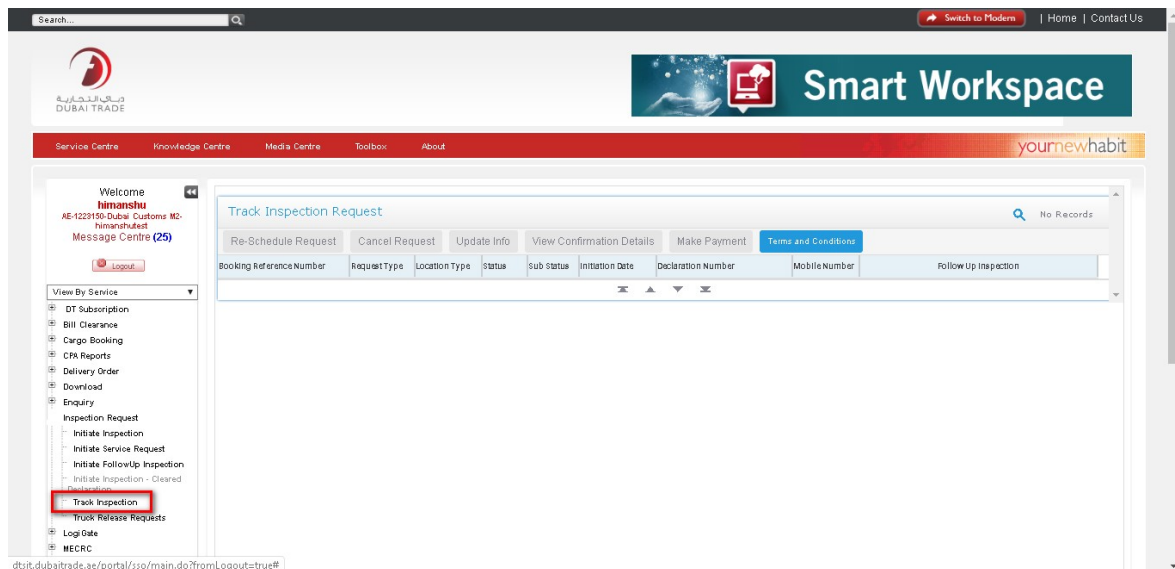
Criteria of Payment Collection	Payment Required
If the Inspection date and time requested by client is met by Dubai Customs and if User still reschedules the Inspection Request	Y
If the Inspection date and time requested by client is met by Dubai Customs and if User still reschedules the Inspection Request before X hours of Inspection date and time	Y
If the Inspection date and time requested by client is met by Dubai Customs and if User still reschedules the Inspection Request before Y X hours of Inspection date and time	N
Dubai Customs rejects the Outside Inspection request. User reschedules the Inspection request	N
User fails to make the payment for Confirmed Outside Inspection request within Z hours. User then reschedules the request	Y
Dubai Customs Suspends the Inspection. User Reschedules the request	N
Dubai Customs Suspends the Inspection (Client Absence or Unavailability of Documents), Client reschedules the request	Y

5.1.9 View and Reschedule Suspended Inspection Request

- To reschedule any Inspection requests those are “Suspended” as an Outcome of Inspection.
- This activity is done while Inspecting the goods.

Working with the system

1. Navigate to “Track Request” link



2. Query and select the applicable booking request. Application would display the Inspection request in Status- “Initiate Reschedule” and Sub Status” “Suspended”. “Reschedule Button” will be enabled



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Track Inspection Request

Reschedule Request Cancel Request Update Info View Confirmation Details Make Payment Temp and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2920-BR-13984	Normal	Customs Area	Initiate Re...	Suspended	5/11/2020	2010005343320	971565655124	

3. Click on “Reschedule button”. Application will navigate to Booking request form

Booking Request Details

Back Next

Booking Request Details

Booking Reference Number: 2020-BR-13984

Initiation Date: 5/11/2020

Request Type: Normal

Inspection Centre: Dry Port

Inspection Section: Dry Port

Status: Reschedule In Progress

Sub-Status: Suspended

Inspection Location Type: Customs Area

Outside Location:

Address:

Map:

Contact Details

Contact Email: himanshu.joshi@dubai.gov.ae

Representative Name: satya

Contact Number (Country-Area-Number): 971-5-65655124

Mobile Number (CountryCode-MobileNumber): 971565655124

Additional Information

Seal Required: ☐

Quantity Of Seals:

Truck/Container Number:

Declarant Reference Number:

Preferred Date And Time

Preferred Date 1: 5/11/2020

Preferred Date 2:

Preferred Date 3:

Preferred Slot 1: Morning (07:00:00-2)

Preferred Slot 2:

Preferred Slot 3:

Additional Preferred Slot: Morning (07:00:00-2)

Declarations Notes Sealing Fees Groups

4. Change the dates in “Goods Details” using the “Change Dates” button. Click on “Next”



Booking Request Details

Booking Reference Number: 2020-BR-13985
Declaration Number: 2010005342820
Initiation Date: 5/11/2020
Declarant Reference Number: satya
Owner Name: Advanced Trading TEST
Inspection Centre: Dry Port
Inspection Section: Dry Port
Request Type: Normal

Inspection Location Type: Customs Area
Outside Location:
Address:
Map:

Follow Up Inspection
Follow Up Required:
Inspection Centre:
Inspection Section:

Contact Details
Contact Email: l@text.com
Representative Name: dsfs
Contact Number: 971-5-65655124
Mobile Number: 971565655124
(CountryCode/MobileNumber):

Additional Services
Stamping Required:
Seal Required:
Quantity Of Seals:
Status: Reschedule In Progress
Sub-Status: Suspended

Groups
Change Dates

Serial Number	Confirmed Start Time	Confirmed End Time
2020-INS-6405	5/11/2020 06:23:00 PM	5/11/2020 06:23:00 PM

5. Application would navigate the user to payment screen if reschedule request meets the criteria of Payment
6. Once the request is submitted, Inspection request is “Submitted” and Sub Status is “Rescheduled”.

Track Inspection Request

Thank you for submitting your Inspection Request for

Declaration Number(s): 2010005342820
Booking Reference Number: 2020-BR-13985
Owner Name: Advanced Trading TE
Declarant Reference Number: satya
Total Fees: 0

Dubai Customs team will get back to you in 2 hours for confirmation of your Inspection Date and Time

5.1.10 View Suspended Request (Non Payment)

- This activity is applicable when Inspection request is “Suspended” due to Non-Payment of applicable inspection fee on time.

Working with the system

1. Navigate to “Track Request” link



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dtit.dubaitrade.ae/portal/sso/main.do?fromLogout=true#

Track Inspection Request [No Records](#)

[Re-Schedule Request](#) [Cancel Request](#) [Update Info](#) [View Confirmation Details](#) [Make Payment](#) [Terms and Conditions](#)

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
--------------------------	--------------	---------------	--------	------------	-----------------	--------------------	---------------	----------------------

2. Query for the applicable booking request and click on “Go”

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Track Inspection Request [Go](#) [X](#)

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2922-BR 13999								

3. Application would display the request in “Suspended” and “Payment not received”



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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2820-BR-13995	Normal	Outside Customs	Initiate Resche...	Payment Not Received	5/12/2020	2010005316320	971565555124	

5.1.11 Cancel Inspection Request

- This activity is applicable to “Cleared” Declaration Only.

Working with the system

- Navigate to “Track Request” link



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Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
--------------------------	--------------	---------------	--------	------------	-----------------	--------------------	---------------	----------------------

2. Query for the Booking Request.

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Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
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3. Click on "Cancel" Request button.

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Track Inspection Request

Re-Schedule Request Cancel Request Update Info View Confirmation Details Make Payment Terms and Conditions

Booking Reference Number	Request Type	Location Type	Status	Sub Status	Initiation Date	Declaration Number	Mobile Number	Follow Up Inspection
2017-BR-9178	Normal	Customs Area	Submitted		9/25/2017	1080000473317	971565655124	

4. Application prompts a warning message to the user.



5. Click on “OK”. Application would update the status of the Booking request “Cancelled” and sub status “Client” upon clicking on OK



Cancellation cannot be done once Inspection is started for the Booking request

5.2 Create Truck Release Request by registered Client

5.2.1 Create Truck Release request

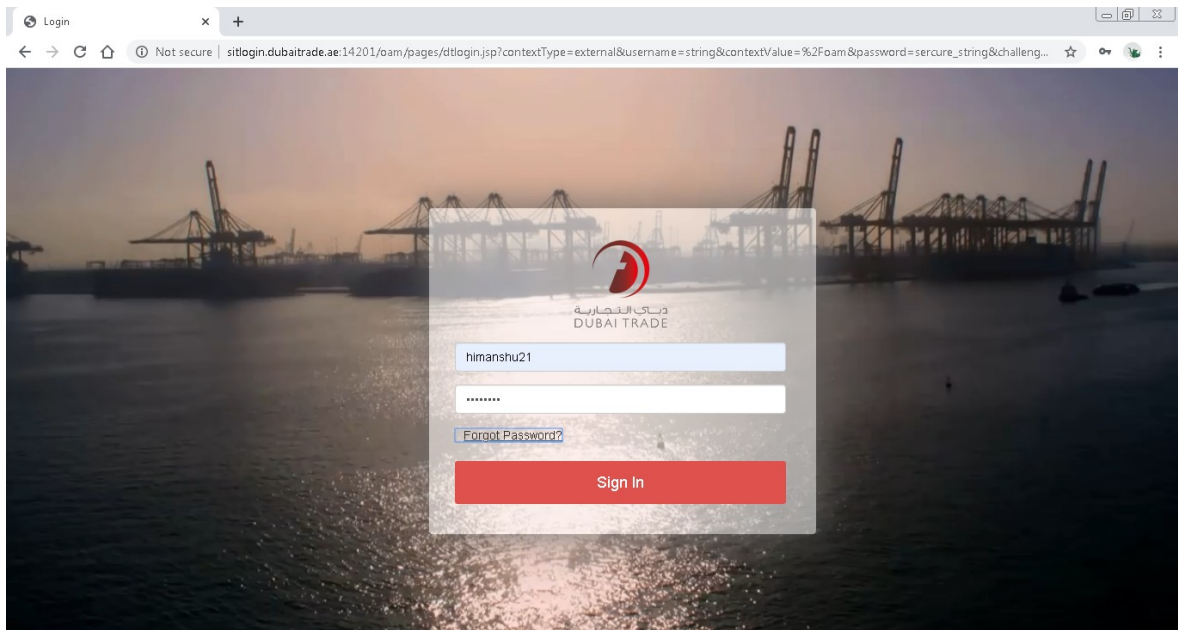
- Client will create truck release request for the declaration.
- Client enters necessary information for the request
- Client uploads document (if any) and notes if required and saves the request
- Client then submit post necessary payments

Working with the system

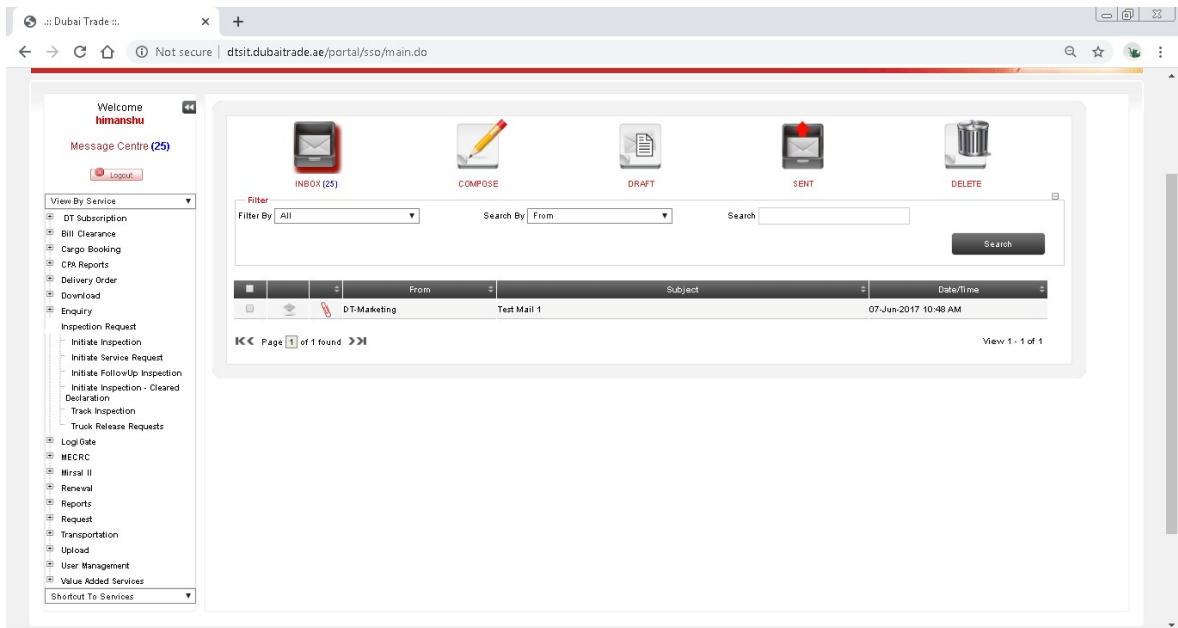
1. Login to the Dubai Trade Portal using following Link: www.Dubaitrade.ae. Enter User ID and Password and click ‘Sign In’ button



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2. Click on the “Inspection Request” link and then on the “Truck Release Request” link



3. View client’s list of requests and click on New



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Initiate/Track Truck Release Requests

Cancel Request Print Request

Truck Release Request Number	Declaration Number	Status	Initiation Date
2020-TR-911	1010012039220	Submitted	5/4/2020
2020-TR-910	1010012032420	Submitted	5/4/2020
2020-TR-909	1010012033220	Submitted	5/4/2020
2020-TR-908	1010012032520	Submitted	5/4/2020
2020-TR-904	1010012030020	Submitted	5/3/2020
2020-TR-903	1010012028920	Submitted	5/3/2020
2020-TR-902	1010012028820	Submitted	5/3/2020
2020-TR-893	1010012030220	Submitted	5/3/2020
2020-TR-882	1010012029020	Submitted	5/3/2020
2020-TR-881	1010012029920	Submitted	5/3/2020

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4. View the declaration number entry page

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Initiate/Track Truck Release Requests

Cancel Request Print Request

Truck Release Request Number	Declaration Number	Status	Initiation Date
2020-TR-911	1010012039220	Cancelled	5/4/2020
2020-TR-910	1010012032420	Submitted	5/4/2020
2020-TR-909	1010012033220	Submitted	5/4/2020
2020-TR-908	1010012032520	Cancelled	5/4/2020
2020-TR-904	1010012030020	Submitted	5/3/2020
2020-TR-903	1010012028920	Submitted	5/3/2020
2020-TR-902	1010012028820	Submitted	5/3/2020
2020-TR-893	1010012030220	Submitted	5/3/2020
2020-TR-882	1010012029020	Submitted	5/3/2020
2020-TR-881	1010012029920	Submitted	5/3/2020

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The screenshot shows the Dubai Trade Smart Workspace portal. The header includes the Dubai Trade logo, a search bar, and navigation links for Service Centre, Knowledge Centre, Media Centre, Toolbox, and About. A 'Smart Workspace' banner is also present. The main content area features a 'Welcome' message for a user named himanshu, followed by a 'Message Centre (25)' and a 'Login' button. A sidebar on the left lists various services under 'View By Service', including DT Subscription, Bill Clearance, Cargo Booking, CFA Reports, Delivery Order, Download, Enquiry, Inspection Request, and Truck Release Requests. The 'Initiate Truck Release' form is displayed, with a 'Declaration Number' field and 'Initiate Truck Release' and 'Cancel' buttons.



Truck Requests are to be allowed for only those declarations in status Cleared/Cleared with Inspection. Else a Message is given "Truck release request cannot be initiated for the declaration in the current status".



Truck Requests are to be allowed for only those declarations from Hatta. Message: "Truck release request can be initiated only for Hatta declarations. Please check the Port of Discharge /Exit Point and initiate amendment accordingly".



If a truck release request is already existing for the declaration and is closed or released (ie truck release is done for the declaration), a message is given: "Goods have already been released against this declaration on <Truck Released Date>".



If a truck release request is already existing for the declaration and is Not (closed or released) "An open truck release request already exists for this declaration. Please use the track option to check for the existing request."

5. Enter the required Declaration number in the "Declaration Number" field. Click on "Initiate Inspection" button



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- Mirsal II

Initiate Truck Release

[Initiate Truck Release](#) [Cancel](#)

Declaration Number: 1010012032620

6. View the Request Form details . Navigate to the Truck Number tab and Click New

Smart Workspace

Service Centre Knowledge Centre Media Centre Toolbox About

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AE-1229150-Dubai Customs M2-
himanshu@est
Message Centre (25)

[Logout](#)

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Truck Release Request Details

[New](#) [Submit](#) [Back To Queue](#)

Truck Release Request Details

Truck Release Request Number: 2020-TR-921

Declaration Number: 1010012032620

Initiation Date: 5/12/2020

Owner Name: Advanced Trading TEST

Inspection Centre: Hatta

Inspection Section: Hatta

Status Details

Status: Draft

Contact Details

Representative Name:

Contact Email:

Contact Number (Country-Area-Number):

Mobile Number* (CountryCodeMobileNumber):

Additional Services

Seal Required: ☐

Quantity Of Seals:

[Truck Number](#) [Payment History](#) [Attachments](#) [Notes](#)

Truck Number

No Records

7. View the Entry Applet for the truck number



Smart Workspace

Service Centre Knowledge Centre Media Centre Toolbox About

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Welcome himanshu
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himanshu@det
Message Centre (25)

Truck Release Request Details

Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details
Representative Name:
Contact Email:
Contact Number (Country-Area-Number):
Mobile Number (CountryCodeMobileNumber):
Additional Services
Seal Required:
Quantity Of Seals:

Truck Number Payment History Attachments Notes

Truck Number

1 - 1 of 1



Inspection section, Representative Name, mobile number shall be mandatory for all truck release requests(Validated on 'next' button).' Please enter the mandatory fields as indicated for the request'

8. Enter the truck number without spaces and special characters and Click Save.
Sample Truck Number format can be" DUBAI32121"

Smart Workspace

Service Centre Knowledge Centre Media Centre Toolbox About

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Truck Release Request Details

Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details
Representative Name:
Contact Email:
Contact Number (Country-Area-Number):
Mobile Number (CountryCodeMobileNumber):
Additional Services
Seal Required:
Quantity Of Seals:

Truck Number Payment History Attachments Notes

Truck Number
DUBAI32121

Record Saved

1 - 1 of 1



The truck numbers as part of the truck request should not have any spaces/special characters. Else a message is displayed 'Please enter the truck number without any spaces/special characters.'



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Duplicate entries for the truck number will not be allowed. A message will be given 'The same truck number already exists. Please enter another valid truck number.'

9. View the truck number in the request



Validation is done to ensure at least one truck number is entered in the request. 'Please enter at least one truck number in the truck details view to proceed.'

10. Click on "Seal Required" as 'Y'



11. Click “Save”, check quantity of seals and Click Save again

12. Update the fields for Representative name and mobile number

13. Navigate to “Attachment” tab and click on “New” to upload a document.



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Truck Release Request Details

Truck Release Request Number: 2020-TR-921

Declaration Number: 1010012032620

Initiation Date: 5/12/2020

Owner Name: Advanced Trading TEST

Inspection Centre: Hatta

Inspection Section: Hatta

Status: Draft

Contact Details

Representative Name: Himanshu

Contact Email:

Contact Number (Country-Area-Number): 971565655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Seal Required: ☒

Quantity Of Seals: 2

Truck Number Payment History Attachments Notes

No Records

14. Click on the pick to associate a document

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Truck Release Request Details

Truck Release Request Number: 2020-TR-921

Declaration Number: 1010012032620

Initiation Date: 5/12/2020

Owner Name: Advanced Trading TEST

Inspection Centre: Hatta

Inspection Section: Hatta

Status: Draft

Contact Details

Representative Name: Himanshu

Contact Email:

Contact Number (Country-Area-Number): 971565655124

Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Seal Required: ☒

Quantity Of Seals: 2

Truck Number Payment History Attachments Notes

Name: Document Title: Size (in Bytes):

Add

15. Browse the required document and click "Add"



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Truck Release Request Details

Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details
Representative Name: Himanshu
Contact Email:
Contact Number (Country-Area-Number): 971565655124

Truck Number Payment History Attachments Notes

Name:
Document Title:
Size (In Bytes):

Add Attachment
Please specify a File Name or URL:
File Name: Choose File | No file chosen
URL:
Cancel

16. Select the required value the “Document Title” and Save

Service Centre Knowledge Centre Media Centre Toolbox About youmewhabit

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Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details
Representative Name: Himanshu
Contact Email:
Contact Number (Country-Area-Number): 971565655124
Mobile Number: 971565655124
Country Code: 971
Country Mobile Number: 5655124

Additional Services
Seal Required: ☒
Quantity Of Seals: 2

Org Structure/Profile Copy
Financial Statement Copy
List of Auditing reports Copy
Broker Certification Copy
Undertaking Letter
Physical security
Insurance policy
Ownership/Lease Verification
Copy of the Plan of Warehouse
Current Inventory Report
Periodic Inventory Report
Marine Trade License
Invoice
LOU for Importer
LOU for Clearing Agent
LOU for Shipping Agent
AWB - BOL (Master)
AWB - BOL (House)
Packing List

Truck Number Payment History Attachments Notes

Name:
Document Title: Periodic In
Size (In Bytes): 838

17. View the attachment record



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Truck Release Request Details

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Truck Release Request Details

Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details

Representative Name: Himanshu
Contact Email:
Contact Number (Country-Area-Number):
Mobile Number: 971565655124
(CountryCodeMobileNumber):

Additional Services

Seal Required: ☒
Quantity Of Seals: 2

[Truck Number](#) [Payment History](#) [Attachments](#) [Notes](#)

Name	DocumentTitle	Type	Size (in Bytes)
B2C Response	PeriodicInventor...		838

18. Navigate to “Notes” and click on “New” to associate a note/comments or special remarks to the Inspection request

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Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details

Representative Name: Himanshu
Contact Email:
Contact Number (Country-Area-Number):
Mobile Number: 971565655124
(CountryCodeMobileNumber):

Additional Services

Seal Required: ☒
Quantity Of Seals: 2

[Truck Number](#) [Payment History](#) [Attachments](#) [Notes](#)

[+](#) [Search](#) [Print](#) [Delete](#) No Records

Type	Description	Created By	Created
------	-------------	------------	---------

19. Enter the Description and click on “Save”



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Truck Release Request Details

Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details

Representative Name: Himanshu
Contact Email:
Contact Number (Country-Area-Number):
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Seal Required: ☒
Quantity Of Seals: 2

Truck Number Payment History Attachments **Notes**

Type	Description	Created By	Created
Note		HIMANSHU21	5/12/2020 09:22:08 AM

20. View the Notes record. Application will auto populate “Type” = Note, “Created” = Today’s Date
“Created by” = User id of the creator

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Truck Release Request Details

Truck Release Request Number: 2020-TR-921
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details

Representative Name: Himanshu
Contact Email:
Contact Number (Country-Area-Number):
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Seal Required: ☒
Quantity Of Seals: 2

Truck Number Payment History Attachments **Notes**

Type	Description	Created By	Created
Note	Note	HIMANSHU21	5/12/2020 09:22:08 AM

21. Click on “Next”.



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Next Submit Back To Queue

Truck Release Request Details

Truck Release Request Number: 2020-TR-922
Declaration Number: 1010012032620
Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft

Contact Details

Representative Name: Himanshu
Contact Email:
Contact Number (Country-Area-Number):
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Seal Required: ☐
Quantity Of Seals:

Truck Number Payment History Attachments Notes

Type	Description	Created By	Created
Note	Note	HIMANSHU21	5/12/2020 09:27:21 AM

22. Verify the payment records. Respective Charge Type, Amount and the Total Amount shall be displayed to the user

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Truck Release Request Details

Initiation Date: 5/12/2020
Owner Name: Advanced Trading TEST
Inspection Centre: Hatta
Inspection Section: Hatta
Status: Draft
Contact Number (Country-Area-Number):
Mobile Number (CountryCodeMobileNumber): 971565655124

Additional Services

Seal Required: ☐
Quantity Of Seals:

Truck Number Payment History Attachments Notes

Make Payment Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remarks
		50		

Payment Details

Charge Type	Amount	Receipt Number
Gate Pass Char..	50	

23. Select the payment mode as "Credit Account " from the dropdown and click on "Save"



The screenshot shows the 'Smart workspace' interface for Dubai Trade. The left sidebar contains a 'View By Service' dropdown and a list of services including 'DT Subscription', 'Bill Clearance', 'Cargo Booking', 'CPA Reports', 'Delivery Order', 'Download', 'Enquiry', 'Inspection Request', 'Initiate Inspection', 'Initiate Service Request', 'Initiate FollowUp Inspection', 'Initiate Inspection - Cleared Declaration', 'Track Inspection', 'Truck Release Requests', 'Logi Gate', 'MECRC', 'Mirsal II', 'Renewal', 'Reports', 'Request', 'Transportation', and 'Upload'. The main area displays a form for 'Advanced Trading TEST' with fields for 'Initiation Date' (5/12/2020), 'Contact Number', 'Owner Name', 'Inspection Centre', 'Inspection Section', 'Status', 'Mobile Number', and 'Additional Services'. The 'Status' is 'Draft'. Below the form, there are tabs for 'Truck Number', 'Payment History', 'Attachments', and 'Notes'. The 'Payment History' tab is active, showing a table with columns 'Payment Mode', 'Credit Account', 'Total Amount', 'Status', and 'Exception Remark'. The 'Credit Account' field is highlighted with a red box. Below this, there is a 'Payment Details' section with a table showing 'Charge Type', 'Amount', and 'Receipt Number'. The 'Charge Type' is 'Gate Pass Char...' and the 'Amount' is '50'.

24. Click on the glyph in the Credit account field and Select the required credit account number and click on “OK”.

The screenshot shows the 'Smart workspace' interface with the 'Credit Account' dialog box open. The dialog box has a search bar and a list of credit account numbers. The 'Credit Account' field in the background is highlighted with a red box. The 'Credit Account' dialog box shows a list of credit account numbers: 1113236, 1050998, 1113239, 1050999, 1113245, 1050058, 1112909, 1002160, 1112848, and 1112849. The 'OK' button is highlighted.

25. Click on “Make Payment” button



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Smart workspace

Service Centre Knowledge Centre Media Centre Toolbox About

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Message Centre (25)

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Initiation Date: 9/12/2020

Owner Name: Advanced Trading TEST

Inspection Centre: Hatta

Inspection Section: Hatta

Status Details

Status: Draft

Contact Number (Country-Area-Number):

Mobile Number: 971565655124

(CountryCodeMobileNumber):

Additional Services

Seal Required: ☐

Quantity Of Seals:

Truck Number

Payment History

Attachments

Notes

Make Payment

Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remark
Credit Account	1113236	50		

Payment Details

Charge Type	Amount	Receipt Number
Gate Pass Char..	50	

26. Verify status of Payment as Authorized and Submit the request

Smart workspace

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AE-1229190-Dubai Customs MO-
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Message Centre (25)

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Truck Release Request Number: 10020-1K-922

Declaration Number: 1010012032620

Initiation Date: 9/12/2020

Owner Name: Advanced Trading TEST

Inspection Centre: Hatta

Inspection Section: Hatta

Status Details

Status: Draft

Representative Name: himanshu

Contact Email:

Contact Number (Country-Area-Number):

Mobile Number: 971565655124

(CountryCodeMobileNumber):

Additional Services

Seal Required: ☐

Quantity Of Seals:

Truck Number

Payment History

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Notes

Make Payment

Verify Payment

Payment Mode	Credit Account	Total Amount	Status	Exception Remark
Credit Account	1113236	50	Authorized	

Payment Details

Charge Type	Amount	Receipt Number
Gate Pass Char..	50	11463

27. View Confirmation



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Truck Release Request Details

Print Request Back To Queue

Thank you for submitting your Truck Release Request for

Declaration Number: 1010012032620

Truck Release Request Number: 2020-TR-922

Owner Name: Advanced Trading TEST

Total Fees: 50

HOW WAS YOUR EXPERIENCE?

Happy Neutral Unhappy

28. Click on Print Request

Truck Release Request Details

Bar Code (Truck Release Request) : [Barcode]

Request Reference Number : 2020-TR-922

Declaration Number : 1010012032620

SL.No	Truck Numbers
1	DUBAI32121

5.2.2 Track Truck Release request

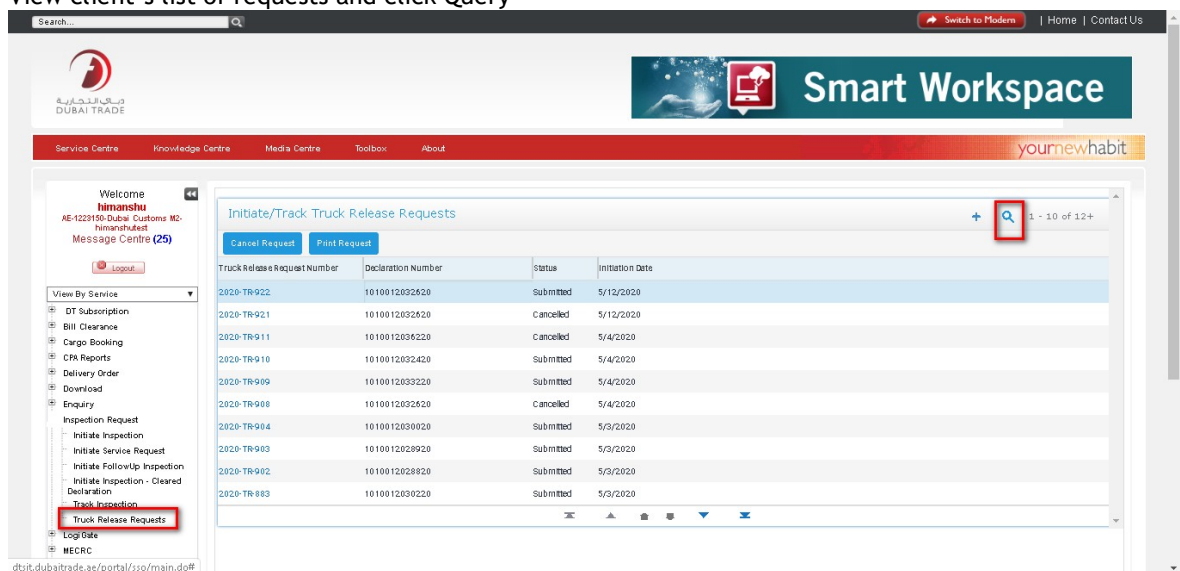
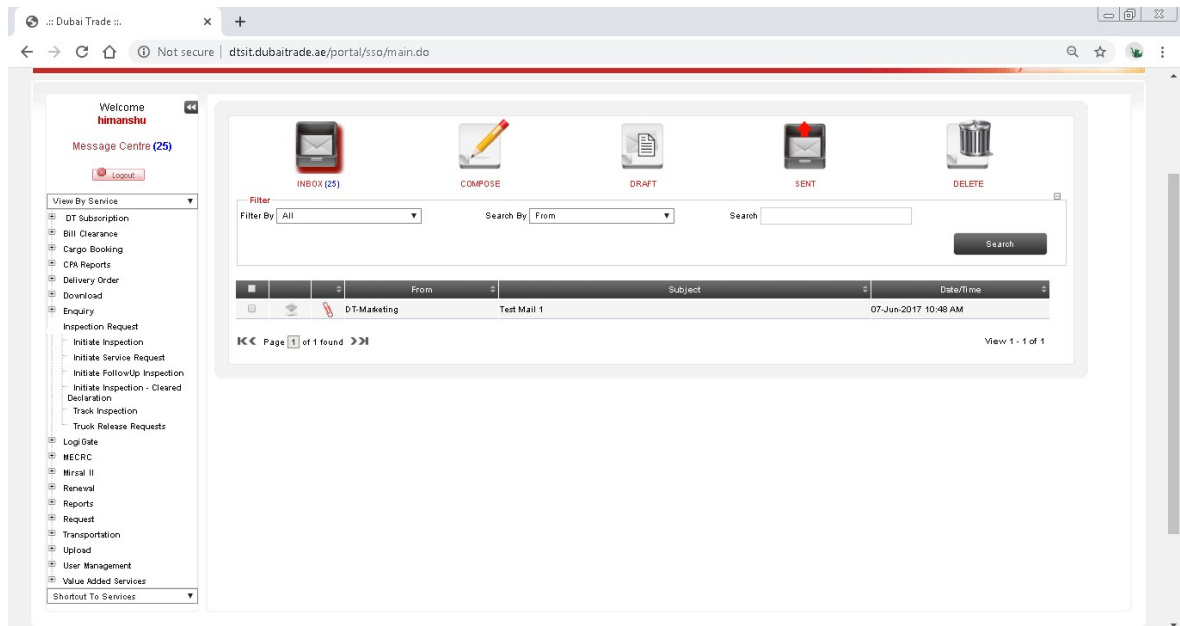
- Client will query for the truck release request using the declaration no/ truck release ref no.
- Client will be able to drill down on the request
- Client will be able to update truck number information for the request if it is in submitted status
- Client will be able to print the request details
- Client will be able to cancel the request if it is in submitted status

Working with the system

1. Login to the Dubai Trade Portal using following Link: www.Dubaitrade.ae. Enter User ID and Password and click 'Sign In' button
2. Click on the "Truck Release Request" link



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Message Centre (25)
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MECRC
Mirsal II

Initiate/Track Truck Release Requests

Truck Release Request Number	Declaration Number	Status	Initiation Date
	1010012832628		

5. Verify Query Result. Drill down of the record

Smart Workspace

Service Centre Knowledge Centre Media Centre Toolbox About

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Welcome **himanshu**
AE-1229190-Dubai Customs MO-
himanshu@est
Message Centre (25)
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Initiate/Track Truck Release Requests

[Cancel Request](#) [Print Request](#)

Truck Release Request Number	Declaration Number	Status	Initiation Date
2926-TR-922	1010012832628	Submitted	5/12/2020

6. View Request. Click on Edit to update the truck number



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7. Click on Print Request if the request needs to be printed

8. Click on Cancel Request if the request needs to be cancelled and verify if status is Cancelled



When trying to cancel a TR request after submission, a pop up message needs to be provided “Please note that the Truck Release Request will be Cancelled. Click on Ok to proceed and Cancel to revert.”

5.3 Initiate Inspection Service request by Client

If client requires his goods to be inspected before declaration, he/she can request Dubai Customs to provide Inspectors for inspecting his/her goods.

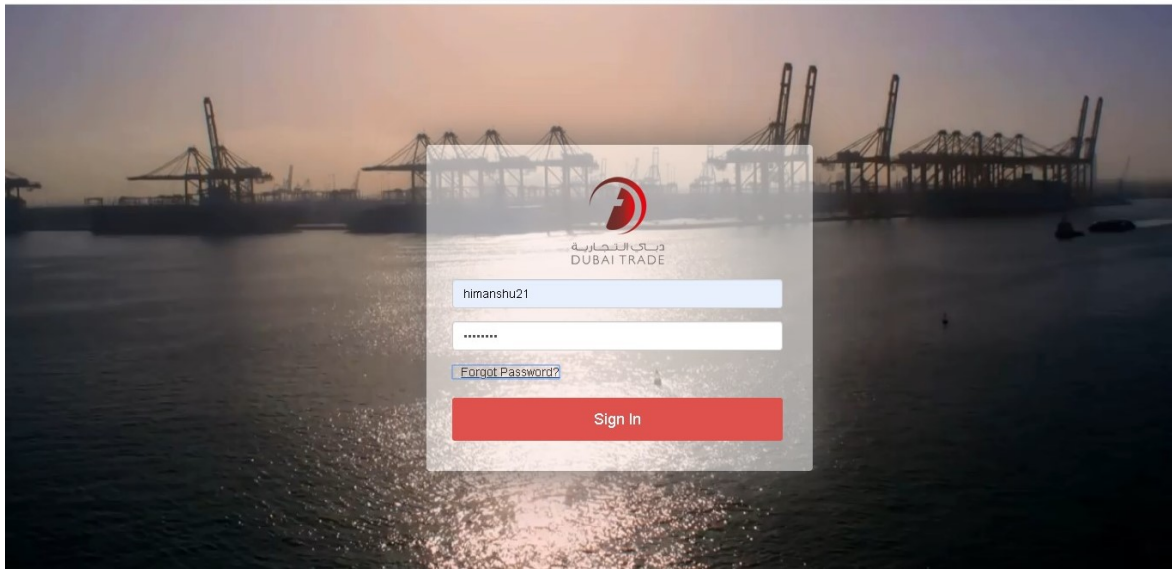
- Client will create the Inspection Service request based on Manifest, Airway Bill, IPT, etc.,.
- Client enters necessary information for the request
- Client uploads document (if any) and notes if required and saves the request
- Client then submit post necessary payments

Working with the system

1. Login to the Dubai Trade Portal using following Link: www.Dubaitrade.ae. Enter User ID and Password and click ‘Sign In’ button



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2. Click on the “Inspection Request” link and then on the “Initiate Service Request” link



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UAT
AE-1049640-Dubai Customs M2-UFO
Message Centre

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- Enquiry
- Hamriya
- Inspection Request
 - Initiate FollowUp Inspection
 - Initiate Inspection
 - Initiate Inspection - Cleared Declaration
 - Service Request**
 - Track Inspection
- Truck Release Requests
- LogiGate
- Mirsal II
- Payment Services
- Quote
- Renewal
- Reports
- Request
- Upload
- User Management
- Vessel Schedules

Shortcut To Services

Initiate/Track Service Request

1 - 6 of 6

View Confirmation Details Terms and Conditions Create Service Request

Booking Reference Num	Document Refere	Inspection Centr	Status	Initiation Date
2020-SR-89290	Air Waybill	Airport Free Zo...	Scheduled	2/24/2020
2020-SR-89578	Air Waybill	Airport Free Zo...	Submitted	3/24/2020
2020-SR-89612	Air Waybill	Airport Free Zo...	Scheduled	5/19/2020
2020-SR-89652	Air Waybill	Airport Free Zo...	Submitted	5/21/2020
2020-SR-89705	Air Waybill		Draft	6/4/2020
2020-SR-91854	Air Waybill	Airport Free Zo...	Submitted	6/14/2020

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3. Click on the “Create Service Request” link.



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Message Centre

Logout

View By Service

- Amend
- Bill Clearance
- Cancel
- Delivery Order
- Documentation Services
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Shortcut To Services

Initiate/Track Service Request

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- Client enters necessary information for the request such as Reference Document, Inspection Centre & Section, Preferred Dates and Contact Details.



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eservicesuat.dubaitrade.ae/portal/sso/main.do#

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- LogiGate
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- Payment Services
- Quote
- Renewal

Booking Request Details

Booking Reference Number: 2020-SR-92410

Initiation Date: 6/21/2020

Document Reference Number:

Inspection Centre:

Inspection Section:

Location:

Reason:

Status: Draft

Preferred Date And Time

Preferred Date 1:

Preferred Date 2:

Preferred Date 3:

Preferred Slot 1:

Preferred Slot 2:

Preferred Slot 3:

Additional Preferred Slot:

Contact Details

Contact Name:

Representative Name:

Contact Number (Country-Area-Number):

Contact Email:

Mobile Number (CountryCodeMobileNumber):

Attachments Notes Payment History Groups

No Records

Name Document Title Type Size (In Bytes)

5. Client uploads document (if any) and notes if required and saves the request.

eservicesuat.dubaitrade.ae/portal/sso/main.do#

Logout

View By Service

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- Mirsal II
- Payment Services
- Quote
- Renewal
- Reports
- Request
- Upload
- User Management

Booking Request Details

Booking Reference Number: 2020-SR-92410

Initiation Date: 6/21/2020

Document Reference Number:

Inspection Centre:

Inspection Section:

Location:

Reason:

Status: Draft

Preferred Date And Time

Preferred Date 1:

Preferred Date 2:

Preferred Date 3:

Preferred Slot 1:

Preferred Slot 2:

Preferred Slot 3:

Additional Preferred Slot:

Contact Details

Contact Name:

Representative Name:

Contact Number (Country-Area-Number):

Contact Email:

Mobile Number (CountryCodeMobileNumber):

Attachments Notes Payment History Groups

Name Document Title Type Size (In Bytes)

6. Client then submit post necessary payments

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